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ABSTRACT

Two surveys were conducted in 1981/82 and 1982 respectively to determine if Illinois public libraries were satisfying their patrons in terms of book use, and how much money Illinois public libraries received directly from their patrons in library fines, fees, and charges. In the first study, 2,133 adults returning a book at a random sample of 71 public libraries were surveyed to determine their satisfaction with books borrowed, their major book selection methods, and the actual audience the books reached. It was found that 90% of the respondents read all or more than half of the book returned, that 99% rated it good or fair, that 46% selected the book by browsing, and that each book borrowed was read by 1.5 users (due to book sharing). In the second study, questionnaires on library fees were mailed to 83 Illinois public libraries, with a response rate of 94%. It was found that the average amount received in library fees was $7,323 per year, or over 7% of library operating budgets; that the average number of charges for services per library was 17; and that more money was earned from user fees, e.g., rental of books or film projectors, than from penalty charges. Sample questionnaires and tables containing cross analyses of data collected are provided for each survey report. (Author/ESR)

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ILLINOIS LIBRARY STATISTICAL REPORT NO. 7

Two Studies of Illinois Public Libraries: An Adult User Survey; and Fines, Fees and Charges Levied

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PREFACE

Most studies are the work of many people. It is particularly true here, for this author did not join the research team until June, 1982, when data collection was completed for one study and well under way for the second. Special thanks are therefore given to those who made this report possible.

Major credit for the studies goes to Herbert Goldhor, Director of the University of Illinois Library Research Center, who conceived the ideas, designed and pretested the questionnaires, and collected data from participating libraries. Thanks are also given to Susan Bonzi and Danny Wallace, research associates, who assisted with computer analysis; to Daisy Auyeung, Lisa Bachrach, Terry Doyle, Diane Forster, Carrie Klabunde and Tanya Phillips, who coded survey responses and put them into a computer file; and to Kathy Painter, who typed the report. Finally, special thanks are given to the librarians who helped the Research Center in these studies; to the library systems, which aided in distributing the surveys to and collecting them from participating libraries; and to members of the ILA/PLS Statistical Analysis Committee, who freely gave advice on both studies.

AN ADULT USER SURVEY

SECTION 1. INTRODUCTION AND METHODOLOGY

This study, the third in a series of supplemental annual reports funded by the Illinois State Library,* was designed to determine user satisfaction with books borrowed from Illinois public libraries. Dubbed SAR3, the study measured reader satisfaction with a given book, the amount read, how the book was selected, and whether the reader shared the book with anyone else. The reader's age, sex, education and occupation were also asked, to determine how well these characteristics affected user satisfaction.

The goals of the survey were:

1. to determine if Illinois public libraries were satisfying their patrons in terms of book use;
2. to determine how patrons selected their books, so that libraries could in turn make it easier for materials to be found;
3. to explore whether various demographic characteristics influenced book selection or use in any way; and
4. to help libraries estimate the actual audience reached by their books, e.g., the number of persons who read each item circulated.

The test group for SAR3 was a random sample drawn from 570 Illinois public libraries. The twelve other public libraries in the state were excluded from the sample. Eleven of these libraries contracted for service, were newly established, or had not filed an annual report with

*The first two studies, conducted in 1979/1980 and 1980/1981, measured library input in terms of resources and services provided; the fourth, to be conducted in 1983, is a second measure of library output and will study user satisfaction with library services.

the Illinois State Library for two consecutive recent years. Chicago Public Library was omitted because of the distorting effect of its size.

The sample taken for this study resulted in 72 libraries being invited to participate. Of these, 70 responded, along with one unsolicited library serving a population of less than 5,000. Of the two non-respondents, one contracted for services and the other served a population of less than 5,000. Fifteen of the state's eligible seventeen library systems are represented in the sample.

Table 1 shows comparisons between the distributions of the sample of participating libraries and the 570 comparable Illinois public libraries, by size of population served and by geographic region. These distributions show participating libraries are representative of Illinois public libraries (excluding the twelve previously mentioned) in terms of population served and geographic area covered. Differences which occurred are no more than chance would allow.

SAR3 was designed as a one-page, eight-question form to be completed by adults returning books to each public library in the sample on a given day. Each form asked the reader to select any one book being returned and answer the questions with regard to that book. The form was pretested in April, 1980, by four public libraries: Des Plaines, Oak Lawn, Oak Park, and Peoria. 557 questionnaires were analyzed and the results reported by Herbert Goldhor in "Some Measures of Adult Use of Public Library Books" (Illinois Libraries 62, Oct., 1980: 641-643).

The main problem pretesting libraries had was the low percentage of adults who completed the form (an estimated one-third of all users). In an attempt to increase the response, a second form was designed to be put into one book each adult patron borrowed on a given day, and to be returned when the book was brought back. This form was in turn tested in two public libraries in September, 1980. The results generally matched the spring 1980 version but with measurably fewer returns and a more complex method of administration. Therefore, the original form and its distribution method were retained. See Appendix A for a copy of the form used.

TABLE 1

COMPARISONS BETWEEN THE SAMPLE OF PARTICIPATING LIBRARIES AND THE TOTAL OF ALL COMPARABLE ILLINOIS PUBLIC LIBRARIES

	SAMPLE		ALL COMPARABLE LIBRARIES	
	No.	(%)	No.	(%)
BY SIZE OF POPULATION SERVED				
Less than 5,000	38	(54)	295	(52)
5,000 to 9,999	12	(17)	91	(16)
10,000 to 24,999	10	(14)	111	(19)
25,000 or more	11	(15)	73	(13)
Total	71	(100)	570	(100)
BY GEOGRAPHIC REGION*				
Chicago suburbs	22	(31)	172	(30)
Northern and central Illinois	34	(48)	236	(41)
Southern Illinois	15	(21)	162	(28)
Total	71	(100)	570	(99)

* The Chicago suburbs include Bur Oak, DuPage, North Suburban, and Suburban library systems. Northern and central Illinois include Corn Belt, Illinois Valley, Lincoln Trail, Northern Illinois, River Bend, Starved Rock, and Western Illinois library systems. Southern Illinois includes Cumberland, Great River, Kaskaskia, Lewis and Clark, Rolling Prairie, and Shawnee library systems.

To increase returns and help insure that those surveyed were not a self-selected group, two additional measures were taken. First, posters designed to inform patrons of the survey were distributed to all participating libraries. Second, libraries were asked to station a page or volunteer at the circulation desk to invite adults returning books to complete the forms. It is not known, however, how many libraries actually took either step.

To eliminate any seasonal bias, libraries were asked to survey users on any one day during a randomly-assigned week between July 1, 1981 and June 30, 1982. In retrospect, this measure did not always work. Libraries were sent the forms in May, 1981, even if they were not scheduled to perform the survey until June, 1982. As a result, many libraries set the materials aside and forgot to conduct the survey in the calendar week assigned. When this happened, they were asked to have patrons complete the survey on any one day before July 1, 1982.

Another point worth mention is the quantity of forms sent each library. Libraries serving populations of fewer than 5,000 were sent 25 forms; from 5,000 to 9,999, 50 forms; from 10,000 to 24,999, 100 forms; and more than 25,000, 200 forms. The survey was to stop either when the forms ran out or when the survey date ended.

Measures regarding analysis of the data were as follows. All user responses were taken at face value, unless obvious discrepancies arose. Survey forms were coded by one person and verified by a second. The coded date were input into a computer by two separate persons, and a comparison program run by a third person who resolved any differences. The data were then analyzed using a standard group of computer programs

called SPSS (Statistical Package for the Social Sciences).

SECTION 2. THE RESPONDENT POPULATION

2133 persons completed the survey at the 71 participating libraries. The degree to which libraries actively encouraged their users to answer the survey can be gauged to some extent by examining the range of responses in libraries of each size, illustrated in Table 2. Presumably, the large library which had 178 persons complete the survey actively recruited responses in some way, while the similar-sized library which netted only 13 responses did not. This wide range implies that many respondents were self-selected and thus may not represent the total user population.

TABLE 2

COMPARISON BETWEEN THE RANGE OF RESPONSES IN LIBRARIES SERVING VARIOUS POPULATION GROUPS

SIZE OF POPULATION SERVED BY LIBRARY	SMALLEST NO. OF RESPONSES PER LIBRARY	LARGEST NO. OF RESPONSES PER LIBRARY	MEAN	RANGE
Less than 5,000	4	33	14.6	29
5,000 to 9,999	11	51	25.3	40
10,000 to 24,999	17	74	41.6	57
25,000 or more	13	178	78.0	165

Perhaps the most revealing figures, however, are those showing how many persons responded from libraries in each population size group. 555 respondents (26%) were from libraries serving fewer than 5,000 people; 204 (14%) from those serving 5,000 to 9,999; 416 (20%) from those serving 10,000 to 24,999; and 858 (40%) from those serving 25,000 or more. These figures show that users of libraries serving fewer than 10,000 persons are overrepresented, and those serving more than 10,000 underrepresented, in this study. Statewide (excluding Chicago), 10% of the total population are served by libraries serving fewer than 5,000 people; 10%, libraries serving 5,000 to 9,999; 28%, libraries serving 10,000 to 24,999; and 52%, libraries serving more than 25,000.

To make the results more representative of the total population, all responses discussed in survey results were weighted to reflect the actual proportion of people served by libraries of each size. The results are shown in Table 3. This table cross-analyzes the respondents' demographic characteristics (sex, age, occupation, and educational level) of the weighted sample by the population and the geographic region which the sample libraries served.

There was a great disparity between the number of males and females who took time to answer the questionnaire. Only 557 males (27%) answered, as compared to 1536 females (73%). The disparity was greatest in libraries serving fewer than 10,000 persons. Here, less than 20% of the respondents were male. One can hypothesize reasons for the differences occurring. For example, the greater prevalence of female respondents in these libraries may be due to the fact that smaller libraries are generally open fewer hours than larger ones - hours when

TABLE 3

DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS, CROSS-ANALYZED BY THE SIZE OF POPULATION AND BY THE GEOGRAPHIC REGION THE PARTICIPATING LIBRARY SERVED, WEIGHTED SAMPLE

	Regional Groups			Population Size Groups				
	Chicago Suburbs	North and Central IL	Southern Illinois	Up to 5000	5000-9999	10,000-24,999	25,000 & Over	Total
	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)
BY SEX								
Male	239 (24)	273 (30)	45 (25)	33 (19)	17 (18)	95 (25)	412 (29)	557 (27)
Female	768 (76)	630 (70)	138 (75)	138 (81)	77 (82)	292 (75)	1029 (71)	1536 (73)
BY AGE								
19 or under	126 (12)	116 (12)	16 (9)	25 (13)	12 (13)	49 (13)	172 (12)	258 (12)
20 thru 39	464 (46)	390 (42)	74 (40)	65 (35)	37 (40)	167 (43)	659 (45)	928 (43)
40 thru 59	263 (26)	251 (27)	57 (31)	57 (30)	29 (31)	108 (28)	377 (26)	571 (27)
60 or over	165 (16)	172 (19)	37 (20)	41 (22)	15 (16)	64 (16)	254 (17)	374 (18)
BY OCCUPATION								
Professional	179 (18)	175 (20)	43 (23)	20 (11)	16 (16)	71 (19)	290 (21)	397 (19)
Administrator/ manager	56 (6)	33 (4)	5 (3)	5 (3)	4 (4)	21 (6)	64 (5)	94 (5)
Clerk/sales person	148 (15)	145 (16)	22 (12)	25 (14)	13 (13)	57 (15)	220 (16)	315 (15)
Service worker	40 (4)	28 (3)	7 (4)	4 (2)	6 (6)	16 (4)	49 (3)	75 (4)
Student	114 (11)	100 (11)	19 (10)	21 (12)	12 (12)	46 (12)	154 (11)	233 (11)
Homemaker	286 (29)	205 (23)	49 (27)	54 (30)	32 (31)	87 (23)	367 (26)	540 (26)
Retiree	80 (8)	99 (11)	20 (11)	24 (13)	8 (8)	36 (10)	131 (9)	199 (10)
Unemployed	19 (2)	22 (3)	2 (1)	8 (4)	1 (1)	8 (2)	26 (2)	43 (2)
Manual worker	49 (5)	71 (8)	13 (7)	13 (7)	4 (4)	23 (6)	93 (7)	133 (7)
Other	18 (2)	7 (1)	3 (2)	7 (4)	5 (5)	10 (3)	6 (*)	28 (1)
BY HIGHEST LEVEL OF EDUCATION								
Grade school	68 (7)	58 (6)	9 (5)	24 (13)	8 (8)	24 (6)	79 (5)	135 (6)
1-3 years high school	72 (7)	76 (8)	15 (8)	13 (7)	6 (6)	36 (9)	108 (7)	163 (8)
Graduated high school	300 (29)	300 (33)	82 (45)	75 (42)	34 (35)	109 (28)	464 (32)	682 (32)
1-3 years college	292 (29)	242 (26)	28 (16)	39 (22)	28 (28)	107 (28)	388 (27)	562 (27)
4 years college or more	284 (28)	249 (27)	47 (26)	29 (16)	23 (23)	110 (29)	418 (29)	580 (27)

* Less than 1 percent

it may be more convenient for women (especially those not employed outside the home) to visit the library. This hypothesis would also account for the fact that the proportions of male respondents under age 20 and over age 59 were significantly higher than those between ages 20 and 59. Again, these persons may have an easier time visiting their local libraries than their counterparts.

For purposes of evaluation, respondents were divided into four age groups. 258 respondents (12%) were age 19 or under; 928 (43%), age 20 through 39; 571 (27%), age 40 through 59; and 374 (18%), age 60 or over.

In terms of occupation, respondents were divided into 10 categories. The largest number of respondents were homemakers (26%), followed in order by professionals (19%), clerks and sales people (15%), students (11%), retirees (10%), manual workers (7%), administrators and managers (5%), service workers (4%), the unemployed (2%), and all others (1%).

Finally, the average respondent was well-educated. Only 14% said they had less than a full high school education and the majority of these were students under age 19. 32% had graduated from high school, while 27% had 1-3 years of college education, and an additional 27% had attended 4 or more years of college.

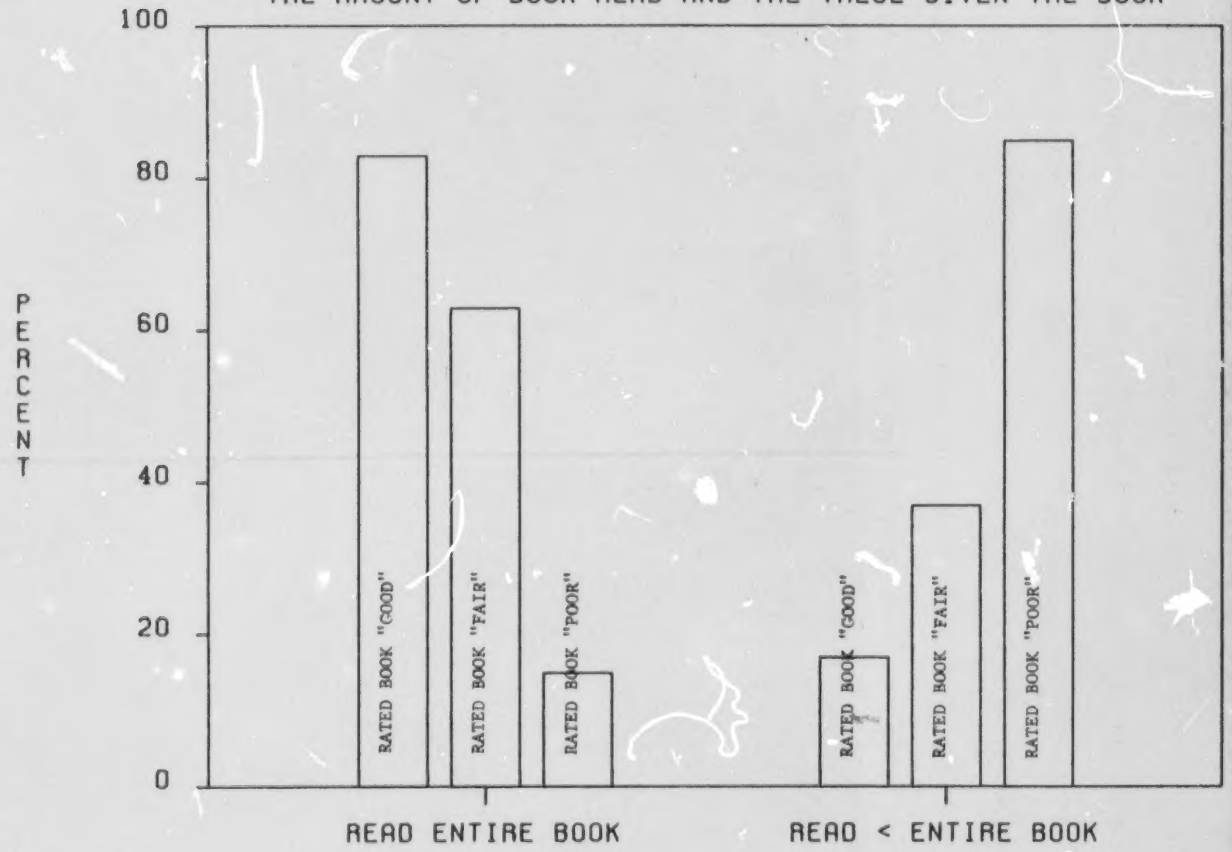
SECTION 3. SURVEY RESULTS

Survey results shed light on adult satisfaction with books borrowed, on the major selection methods adult borrowers used to choose their books, and on the actual audience the books reached. Tables A1 through A4 in Appendix A list the frequency of answers of the weighted sample of respondents in terms of the amount of book read, the value given the book, the selection method used, and the number of persons with whom respondents shared their books. Each table cross-analyzes the variable listed by every other survey variable. Tables may be referred to throughout the following discussion.

Two survey questions dealt directly with user satisfaction. The first asked how much of the book the user had read. A large majority, 79%, said all, 11% more than half, 9% less than half, and 1% none. The second user satisfaction question asked users to rate these books "good," "fair," or "poor." Results show users were highly satisfied with the books they read; 86% rated them good, 13% fair, and only 1% poor.

As Figure 1 shows, those who rated a book good tended to have read more of the book than those who did not. 83% of the books rated good, 63% of those rated fair and 15% of those rated poor were read entirely. And those who said they had read less than all of the book included 85% of the respondents who rated their books poor, 37% who rated them fair, and only 17% of those who thought they were good.

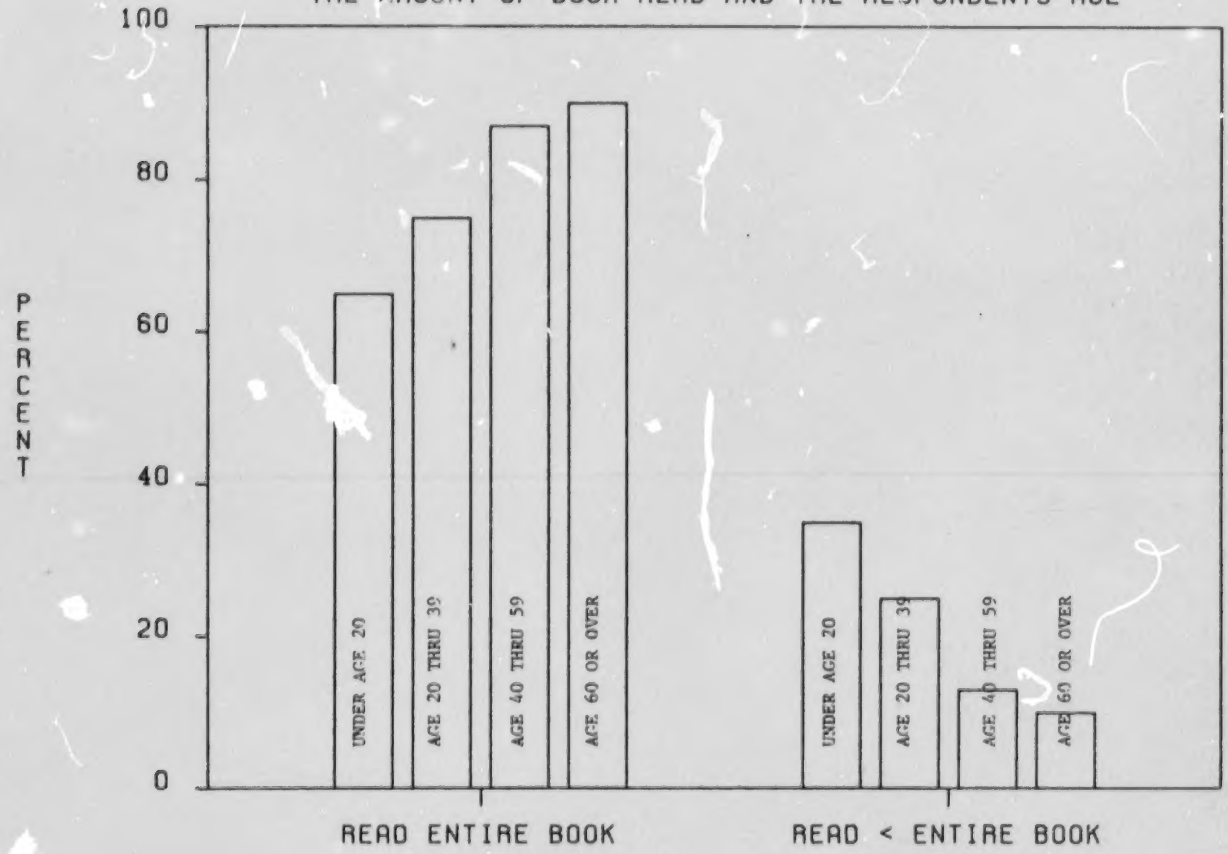
FIGURE 1. PERCENTAGE COMPARISONS BETWEEN
THE AMOUNT OF BOOK READ AND THE VALUE GIVEN THE BOOK



The combined use statistics show that most users of Illinois public libraries are satisfied with the books they read. One demographic variable which influenced this satisfaction was the respondent's age; the amount a person read varied directly with his/her age. The older the user, the more likely s/he was to have read more of the book. The younger the user, the more likely s/he was to have read less. This is illustrated in Figure 2.

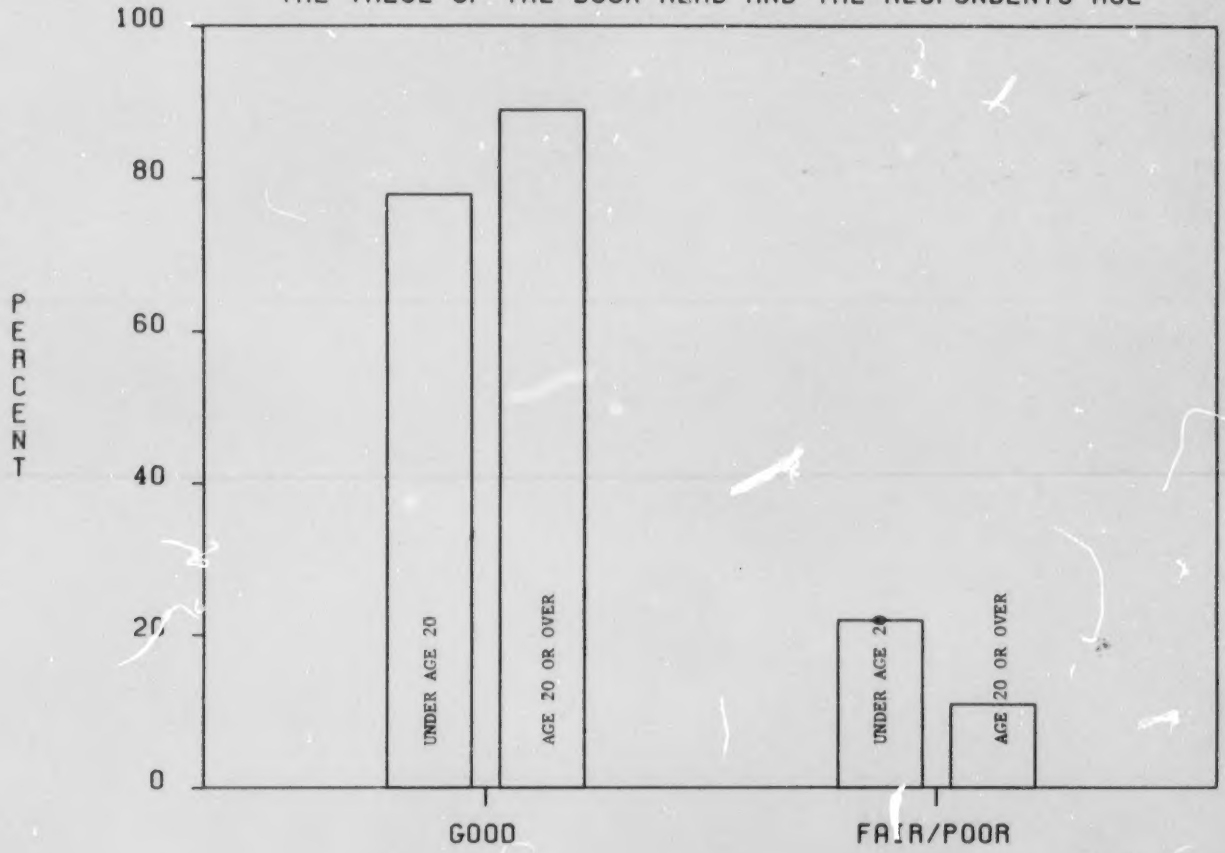
In terms of value, Figure 3 shows that persons under age 20 were less likely to rate a book good than persons over 20. 78% of the younger group rated books good, as compared to 89% of the older. At least two hypotheses may be suggested to account for the lower level of satisfaction by younger persons. The first hypothesis notes that 31% of those under 20 selected their books to complete school assignments. These students may have been perusing short assignments in nonfiction works, thus reading smaller portions of their books. Students may have valued their books less because they had only limited personal choice in their selection. The second hypothesis is that younger persons are not as skilled in selecting materials to conform with their not fully-developed tastes. For example, an older reader may have identified two favorite genres (detective and science fiction) in which s/he reads widely. Since s/he knows s/he likes these two areas best, s/he selects most reading materials from these genres and is generally well-satisfied with his/her choices. Younger readers who have not narrowed their tastes as much may choose a wider variety of reading material, but be less satisfied with their selections.

FIGURE 2. PERCENTAGE COMPARISONS BETWEEN THE AMOUNT OF BOOK READ AND THE RESPONDENTS' AGE



< means "less than"

FIGURE 3. PERCENTAGE COMPARISONS BETWEEN
THE VALUE OF THE BOOK READ AND THE RESPONDENTS' AGE



A third question asked of readers was how they selected the book they borrowed. Although each respondent was asked to indicate the one most important method used to select his/her book, a substantial number indicated two. Therefore, the number of total replies to this question, 2293, is greater than the total number of respondents. The most popular selection method, browsing, was 46% of all responses. Each other selection method was 10% or less of the total. The methods used, in descending order of popularity, are listed in Table 4.

TABLE 4

NUMBER OF RESPONDENTS USING EACH SELECTION METHOD

SELECTION METHOD	NO.	(%)
Browsing	1055	(46)
Friend's advice	206	(9)
Book review	183	(8)
School assignment	138	(6)
Card catalog	138	(6)
Favorite author	114	(5)
Librarian's assistance	92	(4)
Booklist	92	(4)
*TV or radio	69	(3)
Hobby use	69	(3)
Subject interest	46	(2)
Miscellaneous	47	(2)
Job use	23	(1)
Newspaper or magazine	7	**
Read book before	7	**
Like this type of book	5	**
Personal choice	2	**

* For purposes of further evaluation, this report will combine selection methods used by 3% or less of the respondents into one category called "all other methods."

** Less than 1 percent

The selection method the patron used to choose the book also influenced the amount of book read. 94% of those using book reviews read the entire book, followed by 92% choosing books by favorite authors, 89% using booklists, 87% enlisting a librarian's assistance, 85% browsing, and 79% asking a friend's advice. But only 56% of those who used card catalogs and 42% of those choosing material for school assignments read the entire book. Finally, 66% of adults using all other selection methods (mention on television or radio, hobbby use, job use, etc.) read the entire book. Figure 4 illustrates these data.

In retrospect, one flaw in the survey design was failing to ask if respondents had read fiction or nonfiction. One could speculate, for example, that browsers read more of their books because they were reading fiction, or that card catalog users read less because they were reading nonfiction. This speculation would seem to be supported by the fact that readers using different selection methods generally read different amounts of their books, but rated the books equivalent in value. Thus, a card catalog user may have read less of the book not because he didn't like the book, but because he was reading part of a nonfiction work. While this study cannot determine the validity of this speculation, if it is performed again, a fiction/nonfiction question should be added.

A second factor influencing the selection method used by readers was the respondent's age. As shown in Figure 5, persons under 20 used four selection methods in different amounts than did those over 20. Browsing was used by 48% of the older group, and only 27% of the younger. 31% of the young persons chose books for use in school assignments, while only

FIGURE 4. PERCENTAGE COMPARISON BETWEEN BOOK SELECTION METHOD USED AND THE NUMBER OF PERSONS READING ENTIRE BOOK

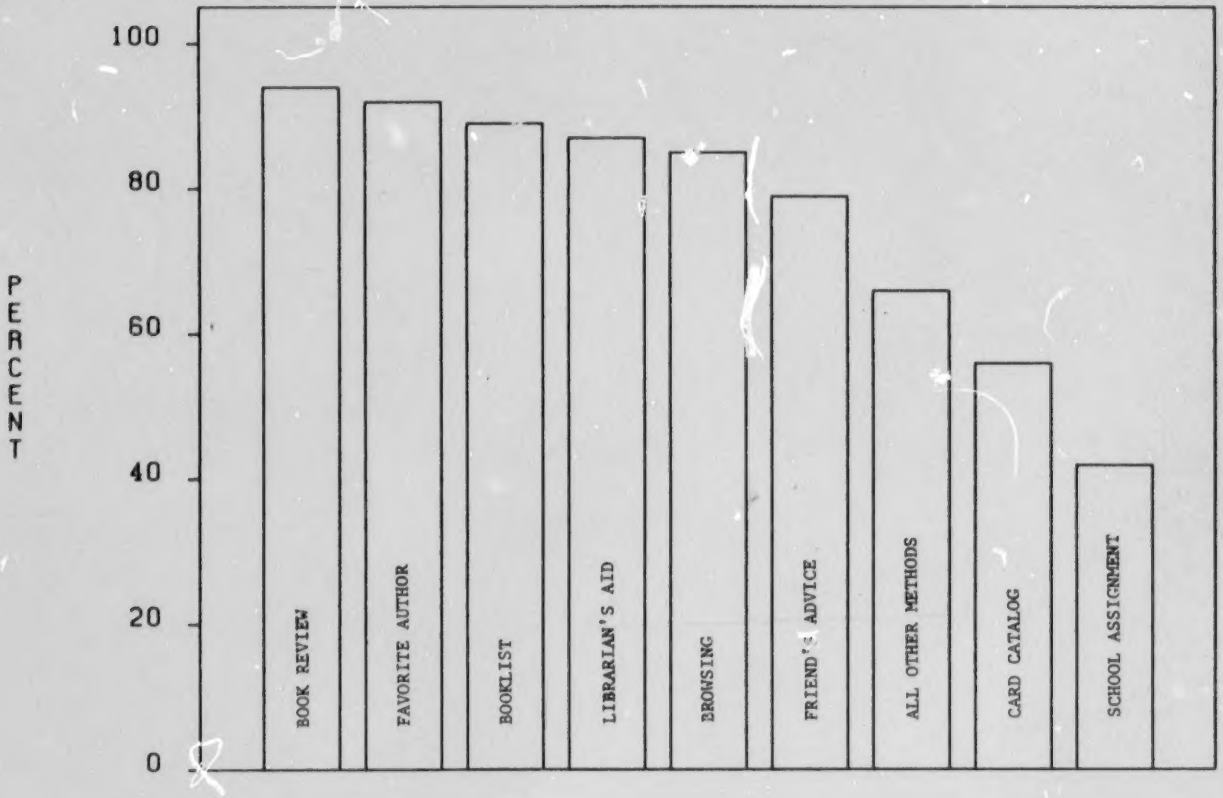
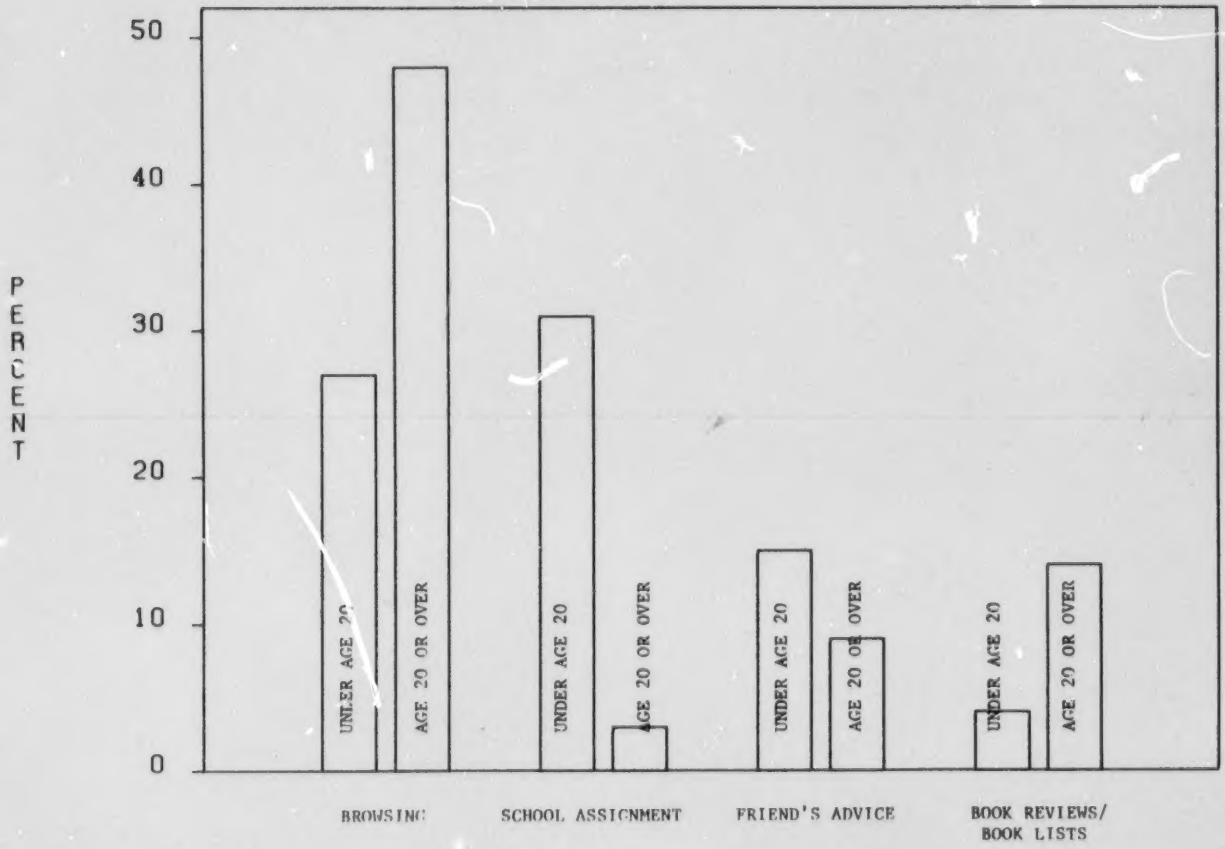


FIGURE 5. PERCENTAGE COMPARISONS BETWEEN SELECTED BOOK SELECTION METHODS AND THE RESPONDENTS' AGE



3% of those age 20 or over did so. 15% of the younger group used a friend's advice to aid in book selection, while only 9% of the older one did. And only 4% of the younger group used book reviews or booklists to select reading materials, while persons age 20 or over used them 14% of the time. These four selection methods were used by 77% of the younger respondents and 74% of the older. The five other selection methods were used equally by both age groups.

The final question asked respondents if they had shared their books and, if so, with how many other persons. 534 respondents (25%) shared their books with a total of 913 persons. A great majority of these (73%) shared their books with 1 person each. The largest number with whom a book was shared was 33, presumably for a class project. These data are shown in Table 5. An additional 85 persons (4%) shared their

TABLE 5

NUMBER OF PERSONS WITH WHOM RESPONDENTS SHARED THEIR BOOKS

NO.	(%)	NUMBER OF PERSONS SHARED WITH	TOTAL
388	(73)	1	388
107	(20)	2	214
21	(4)	3	63
4	(.7)	4	16
2	(.3)	5	10
2	(.3)	7	14
2	(.3)	14	28
2	(.3)	15	30
2	(.3)	16	32
2	(.3)	26	52
2	(.3)	33	66
534	100		913

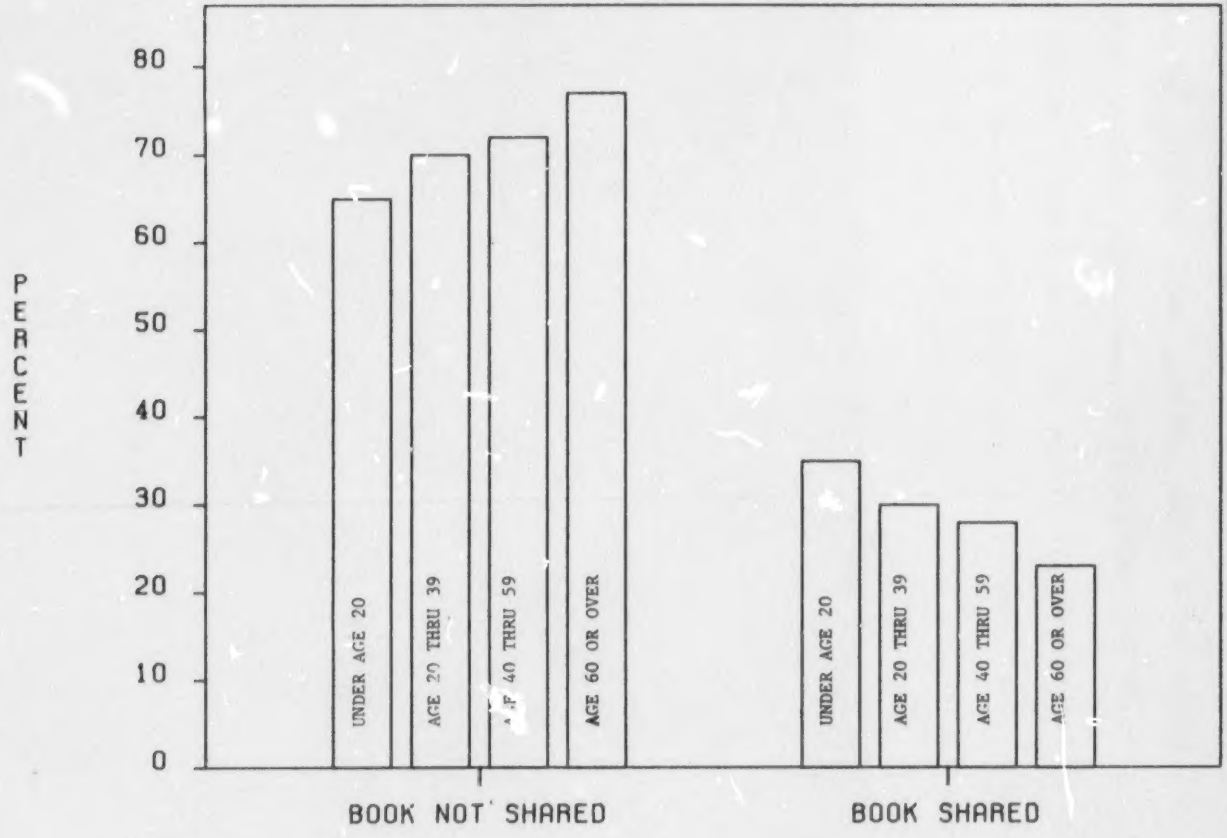
books with an unspecified number of people. Assuming that each respondent in the latter group shared with only one person, a conservative estimate of total book use for this sample is 3131 (the original 2133 users plus the 998 who also read the book), for an average of 1.5 users per book.

One factor which influenced sharing patterns was the respondent's age. The younger the respondent, the more likely s/he was to share the book. The older the respondent, the less likely s/he was to share. 35% of those under 20 shared their books, 30% of those age 20-39, 28% of those age 40-59, and 23% of those age 60 or over. Figure 6 illustrates this point.

SECTION 4. SUMMARY

This study shows that adult users of Illinois public libraries are highly satisfied in terms of book use. 79% show this by reading all the books they check out, while an additional 11% read more than half. 86% rate their books good and an additional 13% fair. 46% of all respondents use browsing to select their books; each other selection method is used by less than 10%. Finally, each book checked out from an Illinois public library is actually read by 1.5 users, as a result of patrons sharing their books with family, friends, and groups. Once the demographic factor of the respondent's age is taken into consideration, there are no differences in satisfaction levels, selection methods, or sharing patterns between users in small libraries with limited book collections and those in large libraries, nor are there differences

FIGURE 6. PERCENTAGE COMPARISONS BETWEEN SHARING PATTERNS AND THE RESPONDENTS' AGE



between users in various geographic regions. The demographic variables of education, sex, and occupation also have minimal effect on these factors.

The data included in the appendix tables, which give a complete cross-analysis of each variable listed by every other variable, can be studied further by individual librarians to help improve particular library services. For example, a young adult librarian may note the following points:

1. most young adults select books for school assignments or through browsing;
2. young adults are not as satisfied with their book choices as older users, valuing their books less highly and reading less of each book;
3. only 4% of young adults in this sample used booklists or book reviews to select their books.
4. persons who use book reviews and booklists to select their books are highly satisfied with their book choices; This librarian may weigh these factors and decide to promote the use of booklists and reviews to aid young adults in selecting books they will value more highly.

Age was, in fact, the predominant variable affecting all four study factors: the amount of book read, the value assigned the book, the selection method used, and whether the book was shared. Librarians working with various age groups should, therefore, note the findings for their primary clientele and tailor their book services accordingly. (They may also want to explore the work currently being undertaken in regard to life-styles of users and how they affect library use - since much of the life-style research finds age a relevant factor.)

Another major point is that 46% of all adults select their books by browsing. Each other selection method is used by 10% or fewer of library users. This finding has clear implications for Illinois public libraries; they should explore the best ways to make browsing easier for patrons of all ages.

A fourth suggestion relates to the finding that an average of 1.5 persons used every library book circulated. Librarians can utilize this figure to estimate total book use, rather than relying so heavily on simple circulation figures. They can also use the higher figure when reporting book use to government officials, to give them an indication of the total audience using the library's collection.

Finally, those librarians who want to replicate this study for their own libraries may freely use the sample survey form shown in the appendix. It is suggested, however, that individual libraries consider changing the study by:

1. conducting the survey on more than one day to get a more representative sample of respondents;
2. adding a question (e.g., "Is this book a novel or a nonfiction work?") and analyzing the responses to determine whether nonfiction readers read different amounts, use different selection methods, or value their books differently than do fiction readers.

Illinois State Library, Springfield, IL 62756

Adult Reader Survey

To help public libraries improve their service, will you please answer the few questions below on any one book you are returning which was borrowed for your use. Please do not sign you name.

1. How much of the book did you read? None____; Less than half____; More than half____; All____.

2. Did anyone else read part or all of this book while you had it out on loan from the library? Yes___; No___. If "yes," how many persons?____

3. How valuable or worthwhile was this book for your purpose in borrowing it? Good____; Fair____; Poor____.

4. How did you happen to select this particular book to read (that is, what was the one main influence which led you to choose this book)?

   Advice of a friend____
   Booklist____
   Book review____
   Browsing____
   Card catalog____
   Mention on TV or radio____
   Recommendation of a librarian____
   School assignment____
   Other (please specify)_____
   _____

5. Are you male____ or female____?

6. What is your age group?

   Under 13____
   13-19____
   20-29____
   30-39____
   40-49____
   50-59____
   60 or over____

7. What was the last year or grade you completed in school?

   1-8 years of elementary school____
   1-3 years of high school____
   High school graduate____
   1-3 years of college____
   4 years of college or more____

8. What is your principal occupation (not where you work, but what you do)?

   _____

Thank you; please put this form in the box on the Circulation Desk. 1981/82

APPENDIX A

TABLE A1.

AMOUNT OF BOOK READ,
CROSS-ANALYZED BY ALL OTHER VARIABLES
(WEIGHTED SAMPLE)*

	ALL	MORE THAN HALF	LESS THAN HALF	NONE	TOTAL
	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)
ALL RESPONDENTS	1682 (79)	234 (11)	192 (9)	21 (1)	2129 (100)
BY GEOGRAPHIC REGION					
Chicago suburbs	794 (78)	112 (11)	102 (10)	10 (1)	1018 (100)
No. & central Illinois	732 (79)	102 (11)	83 (9)	9 (1)	926 (100)
Southern Illinois	163 (88)	13 (7)	9 (5)	0 (0)	185 (100)
BY SIZE OF POPULATION SERVED BY LIBRARY					
Less than 5,000	165 (90)	9 (5)	5 (3)	4 (2)	183 (100)
5,000 to 9,999	89 (89)	8 (8)	3 (3)	0 (0)	100 (100)
10,000 to 24,999	318 (83)	42 (11)	19 (5)	4 (1)	383 (100)
25,000 or more	1112 (76)	175 (12)	161 (11)	15 (1)	1463 (100)
BY SEX					
Male	440 (70)	113 (18)	69 (11)	6 (1)	628 (100)
Female	1246 (83)	120 (8)	120 (8)	15 (1)	1501 (100)
BY AGE					
19 or under	162 (65)	42 (17)	40 (16)	5 (2)	249 (100)
20 thru 39	734 (75)	127 (13)	108 (11)	10 (1)	979 (100)
40 thru 59	474 (87)	44 (8)	22 (4)	5 (1)	545 (100)
60 or over	320 (90)	18 (5)	14 (4)	4 (1)	356 (100)
BY OCCUPATION					
Professional	362 (79)	55 (12)	37 (8)	4 (1)	458 (100)
Administrator/manager	78 (76)	14 (14)	8 (8)	2 (2)	102 (100)
Clerk/sales person	282 (83)	27 (8)	31 (9)	0 (0)	340 (100)
Service worker	51 (69)	13 (18)	9 (12)	1 (1)	74 (100)
Student	151 (64)	40 (17)	43 (18)	2 (1)	236 (100)
Homemaker	456 (86)	42 (8)	27 (5)	5 (1)	530 (100)
Retiree	171 (88)	11 (6)	10 (5)	2 (1)	194 (100)
Unemployed	27 (72)	7 (18)	3 (8)	1 (2)	38 (100)
Manual worker	108 (77)	14 (10)	18 (13)	0 (0)	140 (100)
Other	13 (75)	4 (21)	** (2)	** (2)	17 (100)

TABLE A1. (Cont.)

	ALL	MORE THAN HALF	LESS THAN HALF	NONE	TOTAL
	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)
BY HIGHEST LEVEL OF EDUCATION COMPLETED					
Grade school	80 (75)	19 (18)	7 (6)	1 (1)	107 (100)
1-3 yrs high school	102 (62)	29 (18)	33 (20)	0 (0)	164 (100)
Graduated high school	534 (83)	64 (10)	39 (6)	6 (1)	643 (100)
1-3 yrs college	456 (79)	58 (10)	58 (10)	5 (1)	577 (100)
4 yrs college or more	516 (81)	64 (10)	51 (8)	6 (1)	637 (100)
BY VALUE OF BOOK READ					
Good	1525 (83)	202 (11)	110 (6)	0 (0)	1837 (100)
Fair	167 (63)	42 (16)	50 (19)	5 (2)	264 (100)
Poor	4 (15)	** (1)	18 (63)	6 (21)	28 (100)
BY SHARING PATTERN					
Book not shared	1219 (81)	151 (10)	120 (8)	15 (1)	1505 (100)
Book shared	474 (76)	88 (14)	56 (9)	6 (1)	624 (100)
BY METHOD OF SELECTION					
Friend's advice	171 (79)	21 (10)	24 (11)	0 (0)	216 (100)
Booklist	88 (89)	8 (8)	2 (2)	1 (1)	99 (100)
Book review	181 (94)	8 (4)	4 (2)	0 (0)	193 (100)
Browsing	897 (85)	105 (10)	53 (5)	0 (0)	1055 (100)
Card catalog	79 (56)	40 (28)	23 (16)	0 (0)	142 (100)
Librarian's assistance	69 (87)	4 (5)	6 (7)	1 (1)	80 (100)
School assignment	57 (42)	28 (21)	46 (34)	4 (3)	135 (100)
Favorite author	95 (92)	5 (5)	3 (3)	0 (0)	103 (100)
All other methods	178 (66)	41 (15)	43 (16)	8 (3)	270 (100)

*Note: All column entries in this table were made by weighting percentages in the four population size groups by the proportions which those groups were in the total population of all Illinois public libraries in 1981. This was done to eliminate bias caused by over- and under-representation of respondents from libraries of varying sizes.

**Less than one

APPENDIX A

TABLE A2.

VALUE GIVEN THE BORROWED BOOK,
CROSS-ANALYZED BY ALL OTHER CATEGORIES
(WEIGHTED SAMPLE)*

	GOOD		FAIR		POOR		TOTAL	
	No.	(%)	No.	(%)	No.	(%)	No.	(%)
ALL RESPONDENTS	1818	(86)	275	(13)	21	(1)	2114	(100)
BY GEOGRAPHIC REGION								
Chicago suburbs	879	(87)	121	(12)	10	(1)	1010	(100)
No. & Central Illinois	783	(85)	120	(13)	18	(2)	921	(100)
Southern Illinois	167	(91)	16	(9)	0	(0)	183	(100)
BY SIZE OF POPULATION SERVED BY LIBRARY								
Less than 5,000	155	(85)	22	(12)	5	(3)	182	(100)
5,000 to 9,999	87	(88)	11	(11)	1	(1)	99	(100)
10,000 to 24,999	335	(88)	42	(11)	4	(1)	381	(100)
25,000 or more	1249	(86)	189	(13)	14	(1)	1452	(100)
BY SEX								
Male	526	(84)	94	(15)	6	(1)	626	(100)
Female	1309	(88)	164	(11)	15	(1)	1488	(100)
BY AGE								
19 or under	193	(78)	49	(20)	5	(2)	247	(100)
20 thru 39	858	(88)	107	(11)	10	(1)	975	(100)
40 thru 59	464	(86)	70	(13)	5	(1)	539	(100)
60 or over	311	(88)	35	(10)	7	(2)	353	(100)
BY OCCUPATION								
Professional	394	(87)	54	(12)	5	(1)	453	(100)
Administrator or manager	89	(87)	11	(11)	2	(2)	102	(100)
Clerk or sales person	277	(83)	50	(15)	7	(2)	334	(100)
Service worker	62	(82)	13	(17)	1	(1)	76	(100)
Student	193	(82)	40	(17)	2	(1)	235	(100)
Homemaker	478	(90)	48	(9)	5	(1)	531	(100)
Retiree	161	(85)	27	(14)	2	(1)	190	(100)
Unemployed	32	(84)	4	(10)	2	(6)	38	(100)
Manual worker	125	(89)	15	(11)	0	(0)	140	(100)
Other	11	(76)	4	(24)	0	(0)	15	(100)

TABLE A2. (Cont.)

	GOOD		FAIR		POOR		TOTAL	
	No.	(%)	No.	(%)	No.	(%)	No.	(%)
BY HIGHEST LEVEL OF EDUCATION COMPLETED								
Grade school	89	(83)	16	(15)	2	(2)	107	(100)
1-3 years high school	129	(80)	31	(19)	2	(1)	162	(100)
Graduated high school	566	(89)	64	(10)	6	(1)	636	(100)
1-3 years college	483	(84)	81	(14)	11	(2)	575	(100)
4 years college or more	558	(88)	70	(11)	6	(1)	634	(100)
BY AMOUNT OF BOOK READ								
All	1525	(90)	167	(10)	4	(**)	1696	(100)
More than half	202	(83)	42	(17)	0	(0)	244	(100)
Less than half	110	(62)	50	(28)	18	(10)	178	(100)
None	0	(0)	5	(46)	6	(54)	11	(100)
BY SHARING PATTERN								
Book not shared	1272	(85)	210	(14)	15	(1)	1497	(100)
Book shared	555	(90)	56	(9)	6	(1)	617	(100)
BY METHOD OF SELECTION								
Friend's advice	175	(81)	35	(16)	6	(3)	216	(100)
Booklist	94	(93)	5	(5)	2	(2)	101	(100)
Book review	172	(89)	21	(11)	0	(0)	193	(100)
Browsing	907	(86)	137	(13)	11	(1)	1055	(100)
Card catalog	125	(88)	17	(12)	1	(1)	143	(100)
Librarian's assistance	71	(93)	4	(6)	1	(1)	76	(100)
School assignment	109	(82)	21	(16)	3	(2)	133	(100)
Favorite author	92	(89)	10	(10)	1	(1)	103	(100)
All other methods	240	(88)	27	(10)	6	(2)	273	(100)

*See note at end of Table A1.

**Less than one.

TABLE A3.

RESPONDENT'S SELECTION METHOD,
CROSS-ANALYZED BY ALL OTHER VARIABLES
(WEIGHTED SAMPLE)*

	FRIENDS ADVICE	BOOKLIST	BOOK REVIEW	BROWSING	CARD CATALOG	LIBRARIAN'S ASSISTANCE	SCHOOL ASSIGNMENT	FAVORITE AUTHOR	ALL OTHER METHODS	TOTAL
	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)
ALL RESPONDENTS	206 (9)	92 (4)	183 (8)	1055 (46)	138 (6)	92 (4)	138 (6)	114 (5)	275 (12)	2293 (100)
BY SYSTEM										
Chicago suburbs	122 (1)	44 (4)	111 (10)	500 (45)	67 (6)	33 (3)	56 (5)	44 (4)	133 (12)	1110 (100)
No. and central IL	78 (8)	39 (4)	78 (8)	441 (45)	69 (7)	39 (4)	69 (7)	49 (5)	117 (12)	979 (100)
Southern Illinois	21 (10)	6 (3)	12 (6)	108 (53)	10 (5)	12 (6)	4 (2)	10 (5)	21 (10)	204 (100)
BY SIZE OF POPULATION SERVED BY LIBRARY										
Less than 5,000	23 (12)	10 (5)	16 (8)	89 (45)	4 (2)	25 (13)	4 (2)	10 (5)	16 (8)	197 (100)
5,000 to 9,999	13 (11)	7 (6)	10 (9)	50 (44)	3 (3)	10 (9)	3 (3)	7 (6)	10 (9)	113 (100)
10,000 to 24,999	45 (11)	20 (5)	45 (11)	183 (45)	24 (6)	8 (2)	12 (3)	20 (5)	49 (12)	406 (100)
25,000 or more	142 (9)	63 (4)	126 (8)	726 (46)	110 (7)	32 (2)	110 (7)	63 (4)	205 (13)	1577 (100)
BY SEX										
Male	67 (10)	20 (3)	54 (8)	268 (40)	67 (10)	13 (2)	54 (8)	27 (4)	100 (15)	670 (100)
Female	146 (9)	81 (5)	146 (9)	795 (49)	81 (5)	65 (4)	81 (5)	65 (4)	163 (10)	1623 (100)
BY AGE										
19 or under	39 (15)	3 (1)	8 (3)	71 (27)	26 (10)	8 (3)	82 (31)	10 (4)	16 (6)	263 (100)
20 thru 39	86 (8)	53 (5)	75 (7)	492 (46)	96 (9)	21 (2)	53 (5)	43 (4)	150 (14)	1069 (100)
40 thru 59	53 (9)	29 (5)	65 (11)	305 (52)	18 (3)	23 (4)	0 (0)	29 (5)	65 (11)	587 (100)
60 or over	37 (10)	19 (5)	41 (11)	187 (50)	8 (2)	19 (5)	0 (0)	22 (6)	41 (11)	374 (100)
BY OCCUPATION										
Professional	49 (10)	15 (3)	49 (10)	229 (47)	24 (5)	15 (3)	15 (3)	29 (6)	63 (13)	488 (100)
Administrator or manager	11 (9)	7 (6)	13 (11)	41 (34)	13 (11)	3 (3)	11 (9)	3 (3)	17 (14)	119 (100)
Clerk or sales manager	33 (9)	15 (4)	26 (7)	175 (48)	30 (8)	15 (4)	19 (5)	19 (5)	37 (10)	372 (100)
Service worker	6 (8)	0 (0)	7 (8)	41 (48)	7 (8)	3 (4)	3 (4)	7 (8)	10 (12)	85 (100)
Student	31 (12)	3 (1)	10 (4)	75 (29)	26 (10)	3 (1)	83 (32)	10 (4)	18 (7)	259 (100)
Homemaker	51 (9)	34 (6)	56 (10)	300 (53)	11 (2)	23 (4)	6 (1)	23 (4)	62 (11)	566 (100)
Retiree	16 (8)	10 (5)	21 (10)	98 (48)	4 (2)	10 (5)	0 (0)	14 (7)	31 (15)	204 (100)
Unemployed	3 (8)	3 (8)	0 (0)	17 (42)	7 (17)	4 (8)	0 (0)	0 (0)	7 (17)	41 (100)
Manual worker	10 (7)	3 (2)	7 (5)	72 (49)	18 (12)	3 (2)	3 (2)	3 (2)	28 (19)	147 (100)
Other	0 (0)	0 (0)	0 (0)	8 (67)	0 (0)	0 (0)	0 (0)	0 (0)	4 (33)	12 (100)

TABLE A3. (Cont.)

	FRIENDS ADVICE	BOOKLIST	BOOK REVIEW	BROWSING	CARD CATALOG	LIBRARIAN'S ASSISTANCE	SCHOOL ASSIGNMENT	FAVORITE AUTHOR	ALL OTHER METHODS	TOTAL
	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)	No. (%)
BY HIGHEST LEVEL OF EDUCATION COMPLETED										
Grade school	20 (17)	3 (3)	3 (3)	33 (29)	13 (11)	4 (3)	33 (29)	0 (0)	6 (5)	115 (100)
1-3 years high school	24 (14)	3 (2)	3 (2)	62 (37)	10 (6)	3 (2)	35 (21)	7 (4)	20 (12)	167 (100)
Graduated high school	56 (8)	35 (5)	56 (8)	358 (51)	35 (5)	29 (4)	21 (3)	35 (5)	77 (11)	702 (100)
1-3 years college	63 (10)	31 (5)	63 (10)	283 (45)	44 (7)	19 (3)	31 (5)	31 (5)	63 (10)	628 (100)
4 years college	55 (8)	27 (4)	68 (10)	313 (46)	41 (6)	20 (3)	14 (2)	34 (5)	109 (16)	681 (100)
BY AMOUNT OF BOOK READ										
All	171 (10)	88 (5)	181 (10)	897 (49)	79 (4)	69 (4)	57 (3)	195 (5)	178 (10)	1815 (100)
More than half	21 (8)	8 (3)	8 (3)	105 (40)	40 (15)	4 (2)	28 (11)	5 (2)	41 (16)	260 (100)
Less than half	24 (12)	2 (1)	4 (2)	53 (26)	23 (11)	6 (3)	46 (23)	3 (1)	43 (21)	204 (100)
None	0 (0)	1 (7)	0 (0)	0 (0)	0 (0)	1 (7)	4 (29)	0 (0)	8 (57)	14 (100)
BY VALUE OF BOOK READ										
Good	175 (9)	94 (5)	172 (9)	907 (46)	125 (6)	71 (3)	109 (5)	92 (5)	240 (12)	1985 (100)
Fair	35 (13)	5 (2)	21 (8)	137 (49)	17 (6)	4 (1)	21 (7)	10 (4)	27 (10)	277 (100)
Poor	6 (19)	2 (7)	0 (0)	11 (36)	1 (3)	1 (3)	3 (10)	1 (3)	6 (19)	31 (100)
BY SHARING PATTERNS										
Book not shared	143 (9)	65 (4)	137 (9)	781 (49)	86 (6)	54 (3)	84 (5)	80 (5)	157 (10)	1587 (100)
Book shared	73 (10)	34 (5)	53 (8)	274 (39)	58 (8)	26 (4)	51 (7)	23 (3)	114 (16)	706 (100)

*See note at end of Table A1.

APPENDIX A

TABLE A4.

ADULT SHARING PATTERNS,
CROSS-ANALYZED BY ALL OTHER CATEGORIES
(WEIGHTED SAMPLE)*

	BOOK NOT SHARED		BOOK SHARED		TOTAL	
	No.	(%)	No.	(%)	No.	(%)
ALL RESPONDENTS	1514	(71)	619	(29)	2133	(100)
BY GEOGRAPHIC REGION						
Chicago suburbs	745	(73)	275	(27)	1020	(100)
No. & central Illinois	620	(67)	306	(33)	926	(100)
Southern Illinois	143	(77)	43	(23)	186	(100)
BY SIZE OF POPULATION SERVED BY LIBRARY						
Less than 5,000	141	(77)	42	(23)	183	(100)
5,000 to 9,999	69	(69)	31	(31)	100	(100)
10,000 to 24,999	268	(70)	115	(30)	383	(100)
25,000 or more	1027	(70)	440	(30)	1467	(100)
BY SEX						
Male	414	(66)	213	(34)	627	(100)
Female	1099	(73)	407	(27)	1506	(100)
BY AGE						
19 or under	162	(65)	87	(35)	249	(100)
20 thru 39	688	(70)	295	(30)	983	(100)
40 thru 59	391	(72)	152	(28)	543	(100)
60 or over	276	(77)	82	(23)	358	(100)
BY OCCUPATION						
Professional	306	(67)	150	(33)	456	(100)
Administrator or manager	65	(64)	37	(36)	102	(100)
Clerk or sales person	242	(71)	99	(29)	341	(100)
Service worker	55	(72)	22	(28)	77	(100)
Student	156	(66)	80	(34)	236	(100)
Homemaker	416	(78)	117	(22)	533	(100)
Retiree	140	(73)	52	(27)	192	(100)
Unemployed	28	(73)	10	(27)	38	(100)
Manual worker	86	(61)	55	(39)	141	(100)
Other	14	(80)	3	(20)	17	(100)

TABLE A4. (Cont.)

	BOOK NOT SHARED		BOOK SHARED		TOTAL	
	No.	(%)	No.	(%)	No.	(%)
BY HIGHEST LEVEL OF EDUCATION COMPLETED						
Grade school	81	(76)	26	(24)	107	(100)
1-3 years high school	107	(65)	57	(35)	164	(100)
Graduated high school	486	(75)	162	(25)	648	(100)
1-3 years college	410	(71)	168	(29)	578	(100)
4 years college or more	426	(67)	210	(33)	636	(100)
BY AMOUNT OF BOOK READ						
All	1219	(72)	474	(28)	1693	(100)
More than half	151	(63)	88	(37)	239	(100)
Less than half	120	(68)	56	(32)	176	(100)
None	15	(71)	6	(29)	21	(100)
BY VALUE OF BOOK READ						
Good	1272	(70)	555	(30)	1827	(100)
Fair	210	(79)	56	(21)	266	(100)
Poor	15	(71)	6	(29)	21	(100)
BY METHOD OF SELECTION						
Friend's advice	143	(66)	73	(34)	216	(100)
Booklist	65	(66)	34	(34)	99	(100)
Book review	137	(72)	53	(28)	190	(100)
Browsing	781	(74)	274	(26)	1055	(100)
Card catalog	86	(60)	58	(40)	144	(100)
Librarian's advice	54	(68)	26	(32)	80	(100)
School assignment	84	(62)	51	(38)	135	(100)
Favorite author	80	(78)	23	(22)	103	(100)
All other methods	157	(58)	114	(42)	271	(100)

*See note at end of Table A1.

FINES, FEES, AND CHARGES LEVIED

SECTION 1. INTRODUCTION

This study, one in a series funded by the Illinois State Library, was designed to examine how much money Illinois public libraries received directly from their patrons in fines, fees, and charges. The goals of the survey were to determine:

1. how many public libraries in Illinois charge for certain services;
2. what the average charges are;
3. how much annual income the charges generate; and
4. how this income is used by libraries.

The test group for the survey was a random sample drawn from 570 Illinois public libraries. (Twelve other libraries in this state were excluded from the sample. Eleven of these libraries contracted for services, were newly established, or had not filed an annual report with the Illinois State Library for two consecutive years. Chicago Public Library was omitted because of the distorting effect of its size.)

The survey instrument was a one-page questionnaire pretested in six Illinois public libraries. The revised form, shown in Appendix B, was sent with a cover letter and a set of instructions for completing the form to the head librarians of the 83 sample libraries. 78 of these (94%) completed and returned the questionnaires. These libraries are representative of the entire state in terms of the size of population and the geographic region served. Differences which occurred were no more than chance would allow. Therefore, the results of this survey may legitimately be applied to all public libraries in the state (excluding Chicago Public Library).

Librarians were asked questions about three major types of fees and charges: user fees, penalty fees, and other fees (including nonresident registration, the sale of books, etc.). These are discussed separately below.

SECTION 2. USER FEES

One way in which libraries have coped with rapidly-rising operating costs is by instituting user fees for some services. Libraries which have seen the purchasing power of their operating budget erode have sometimes instituted a rental charge to their patrons for certain materials, equipment, or privileges. They have also charged for services used for the specific benefit of individual patrons (e.g., on-line searching).

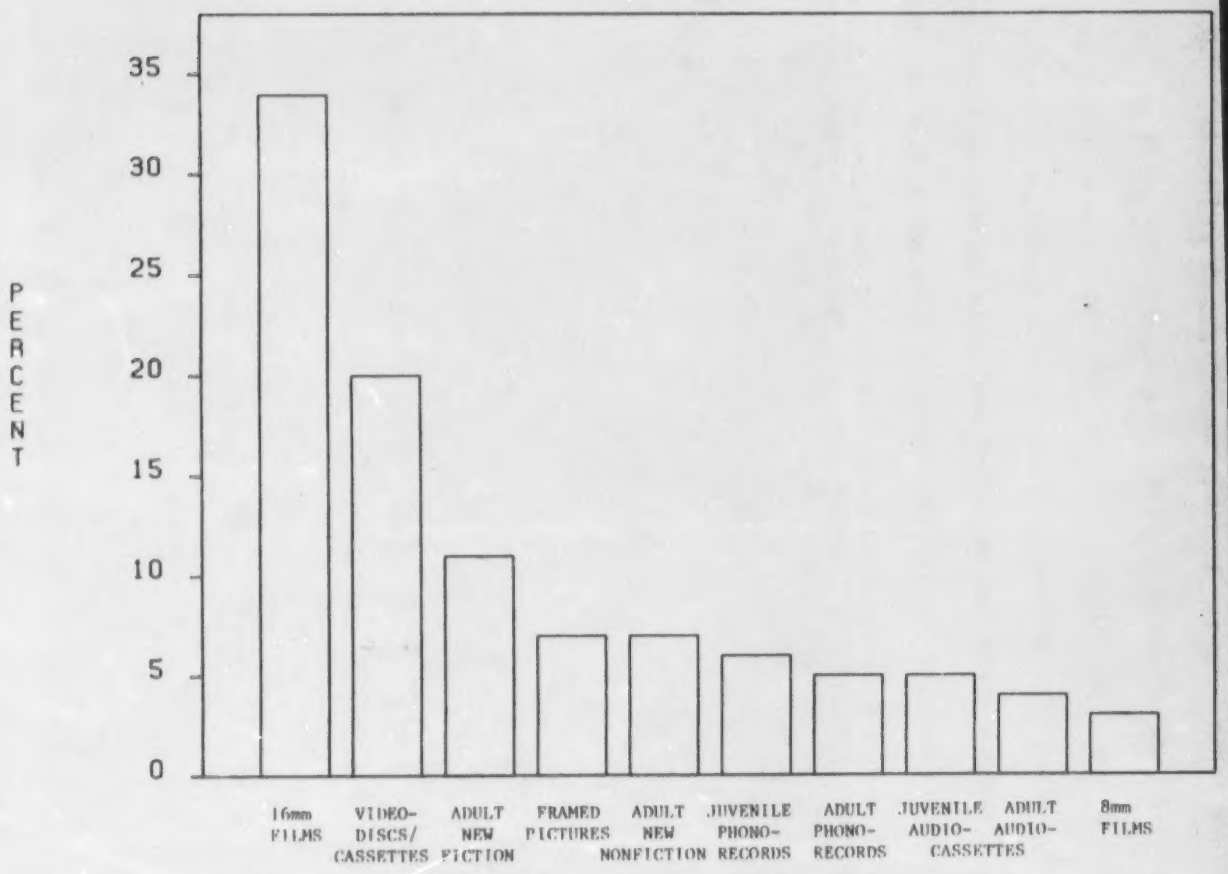
Tables B1 through B4 in Appendix B list the user fees charged by sample Illinois public libraries for material rental, equipment rental, special services to individual patrons, and meeting room use. The results are shown for each of three geographic regions and four population size groups. The last column in each table estimates the number of all Illinois public libraries charging such fees, along with the average fee charged. These statewide estimates were figured by weighting the sample to reflect the actual proportion which libraries in each size group were of all Illinois public libraries in 1981. These tables may be referred to throughout the following discussion.

The concept of material rental has existed for some time, especially in regard to the rental of best-selling novels, jazz records, videotapes of current movies, and other popular and/or expensive works. Many librarians feel that these materials, if bought (or rented from a jobber) in the quantities needed to meet current demand, would use such a high percentage of their budgets that it would be impossible to maintain an adequate collection of other materials. Therefore, some have instituted a charge so that part or all of the purchase or rental price of these materials is paid by patrons who wish to borrow them.

Figure 1 shows the percentage of Illinois public libraries which charges rental fees for 10 different materials. As might be expected, more libraries charge rental fees for the two items which cost the most for libraries to purchase; 34% charge patrons rent for 16mm films and 20% for video materials. Other materials are assigned rental charges by fewer libraries: adult new fiction (11%), framed pictures and adult new nonfiction (7% each), juvenile records (6%), adult records and juvenile audiocassettes (5% each), adult audiocassettes (4%), and 8mm films (3%).

Statewide estimates are that per diem rental charges are highest ($1.90) for 16mm films. Other average per diem charges are listed in Table B1 and range from $0.74 for framed pictures to $0.06 for records and 8mm films. The average amount libraries receive from such rental fees ranges from $154 yearly in libraries serving fewer than 5,000 persons to $2,173 in libraries serving 25,000 or more persons.

FIGURE 1. PERCENTAGE OF LIBRARIES CHARGING FEES FOR MATERIAL RENTAL

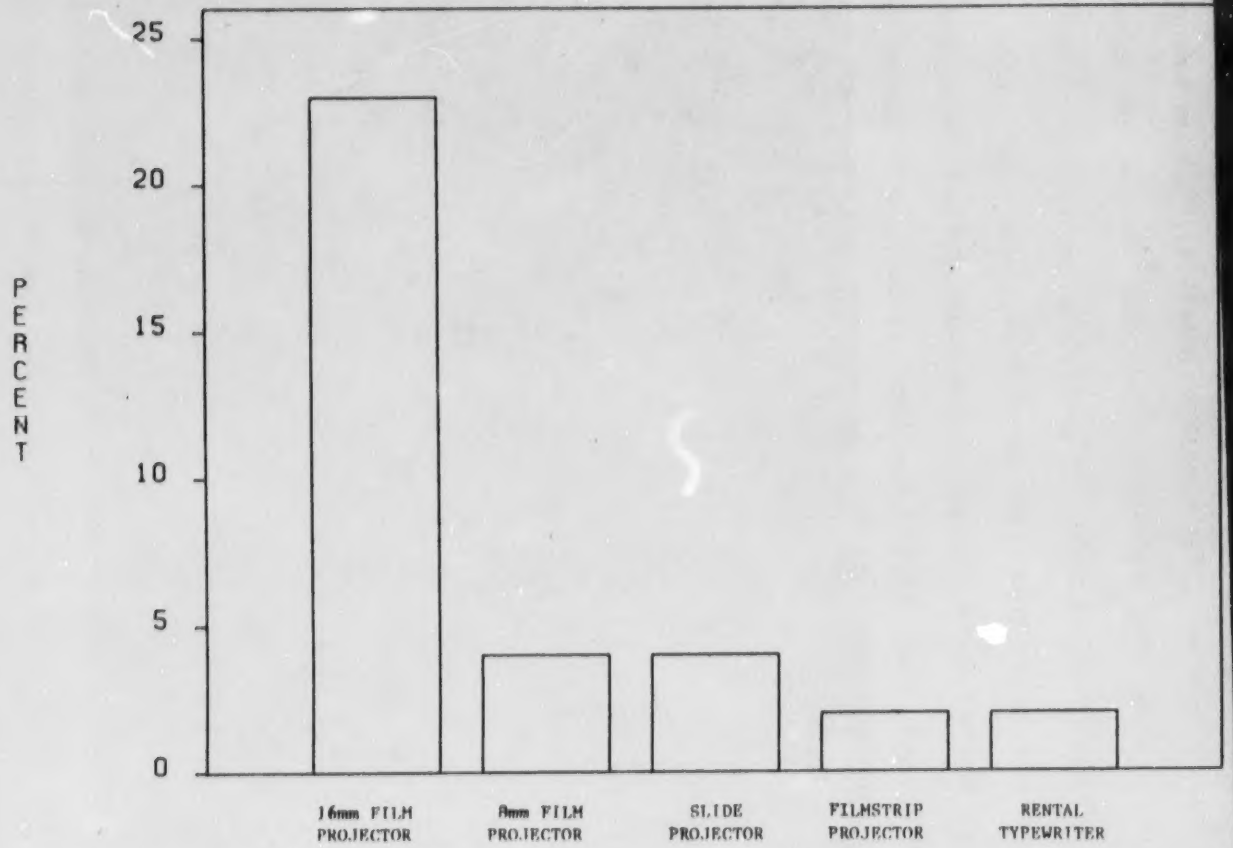


How do libraries use the monies so received? Theoretically, public libraries can use the income in any of three ways. (1) They may estimate income from such charges at the beginning of each fiscal year and include this figure in their annual budget statement. Income so anticipated is specifically counted on to support the total of approved expenditures for the library. (2) Income from a given source may also be used to establish a revolving fund for a specific purpose. For example, receipts from the rental of new adult fiction materials could be used specifically to pay for the rental of more adult fiction books. Creation of such a fund requires formal action by the board of trustees. (3) A third possibility is that the library uses the income so received outside the library's budget. This last is not recommended, however, as it is not in accordance with the law. Those libraries now using receipts from fines, fees, or charges in this last manner would be well-advised to get legal advice, and, if necessary, to amend their practices accordingly.

Statewide estimates are that rental monies received are used by one third of the libraries to supplement the operating budget, and by two-thirds to purchase items not included in that budget.

Many libraries also charge equipment rental fees, usually to help defray the expense of equipment purchase and upkeep. However, the practice is not nearly as widespread as that of material rental fees, in part because fewer libraries are willing to lend equipment for use outside the library. As Figure 2 shows, while 23% of libraries in the state charge for renting 16mm film projectors, fewer than 5% charge for use of 8mm, slide, or filmstrip projectors, or for typewriter rental.

FIGURE 2. PERCENTAGE OF LIBRARIES CHARGING FEES FOR EQUIPMENT RENTAL

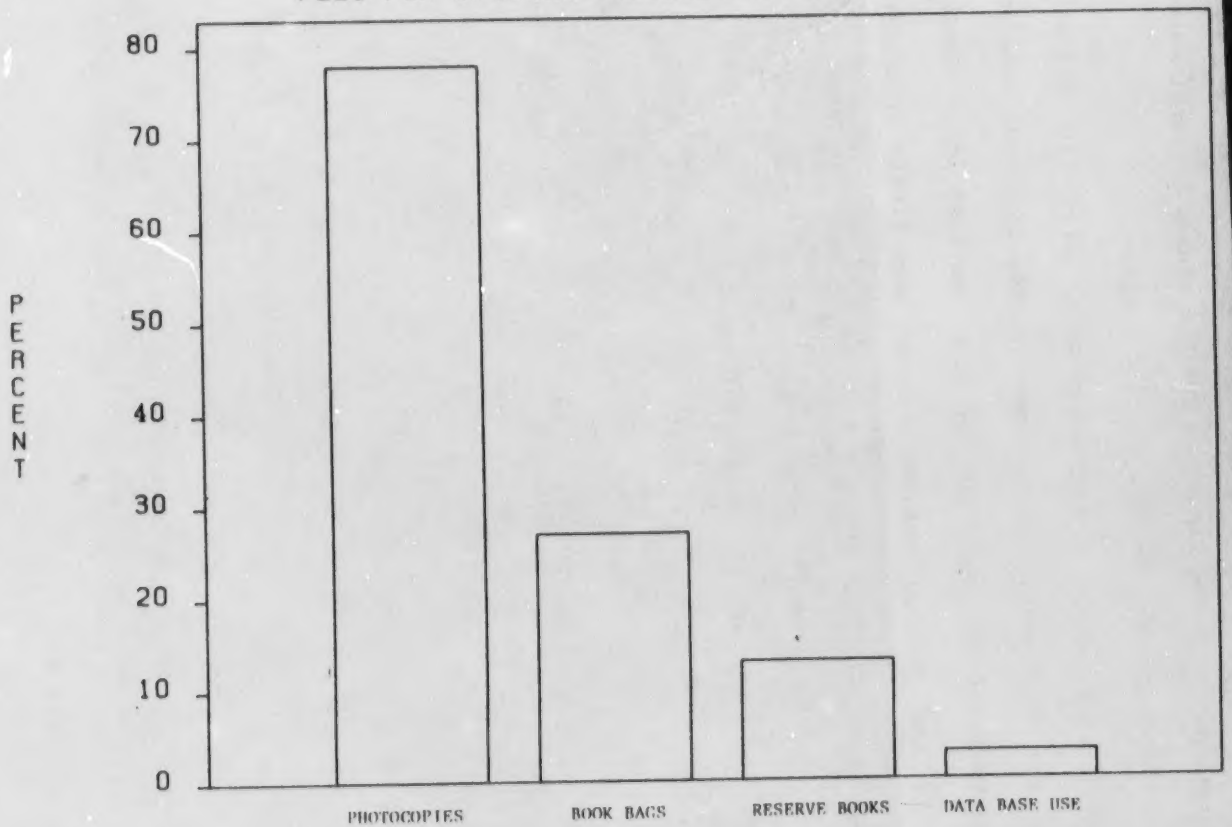


Statewide estimates are that per diem rental charges are highest ($3.01) for filmstrip projectors. Other average charges are listed in Table B2 and range from $2.87 per day for 16mm film projectors to $0.40 per hour for typewriters. These charges generate, with one exception, little annual income for libraries. No such income was reported specifically from rental of filmstrip projectors, an average of $10 from slide projectors, $66 from 16mm projectors, and $107 from 8mm projectors. However, one library in the study did receive an average income of $900 per year from typewriter rental. All income from equipment rental was used within the libraries' budgets.

A third category of user fees is that for special services which libraries offer to individual patrons. These vary from charges for reserving books or purchasing book bags to fees for using machine-readable data bases or making photocopies. Again, the charges are usually instituted to help libraries recover part of the cost for providing the service.

As Figure 3 shows, the most prevalent service fee libraries charge is photocopying. Statewide estimates are that 78% charge for that service, 27% for providing individual book bags, 13% for reserving books, and 3% for using machine-readable data bases. As shown in Table B3, average user fees range from $9.24 an hour for the latter to $0.14 for photocopying. The average amount libraries receive from all such fees ranges from $1,418 in libraries serving fewer than 5,000 persons to $11,873 in libraries serving 25,000 or more. Statewide estimates are that 90% of the libraries charging fees use the income within the operating budget, while 10% purchase items outside the annual budget.

FIGURE 3. PERCENTAGE OF LIBRARIES CHARGING FEES FOR SPECIAL SERVICES TO INDIVIDUAL PATRONS



A final user fee is one for meeting room use. It is estimated that 13% of all libraries in the state charge for such use. The average fee of $7.34 per meeting generates an average annual income of $345 for those libraries. Half the libraries use the monies so received within, and a second half outside, their operating budgets.

As Table 1 shows, large libraries are more likely to charge user fees than are small ones. 24% of those serving 25,000 or more persons charge such fees, while only 10% of the smallest do. Similarly, libraries in the Chicago suburbs are much more likely to charge user fees than those elsewhere in the state. This figure is related to the fact that the largest, wealthiest libraries often provide more services for which they could charge than the smallest ones do.

Total income from all user fees ranges from $1,587 in the smallest libraries to $15,304 in the largest, and from $737 for southern Illinois libraries to $11,463 for those in suburban Chicago. The average annual income from user fees for each category of library is shown in Table 2.

SECTION 3. PENALTY FEES

A second type of fee levied by public libraries is the penalty fee - charged when an individual patron fails in some way to live up to the library's regulations. Three types recorded in this study are those for returning overdue materials, losing a borrower's card, and losing or damaging materials. Information on these fees is listed in Tables B5 through B7 in Appendix B.

TABLE 1
TOTAL PERCENTAGE OF LIBRARIES CHARGING USER FEES

	Material Rental	Equipment Rental	Special User Services	Meeting Room Use	Total
BY SIZE OF POPULATION SERVED					
Less than 5,000	9%	4%	25%	3%	10%
5,000 to 9,999	7%	4%	23%	18%	13%
10,000 to 24,999	11%	17%	21%	14%	16%
25,000 or more	17%	11%	47%	23%	24%
BY GEOGRAPHIC REGION					
Chicago suburbs	19%	12%	40%	16%	22%
North and central IL	4%	7%	29%	7%	12%
Southern Illinois	9%	4%	16%	15%	11%
STATEWIDE ESTIMATE	10%	8%	30%	13%	15%

TABLE 2
AVERAGE ANNUAL INCOME FROM USER FEES

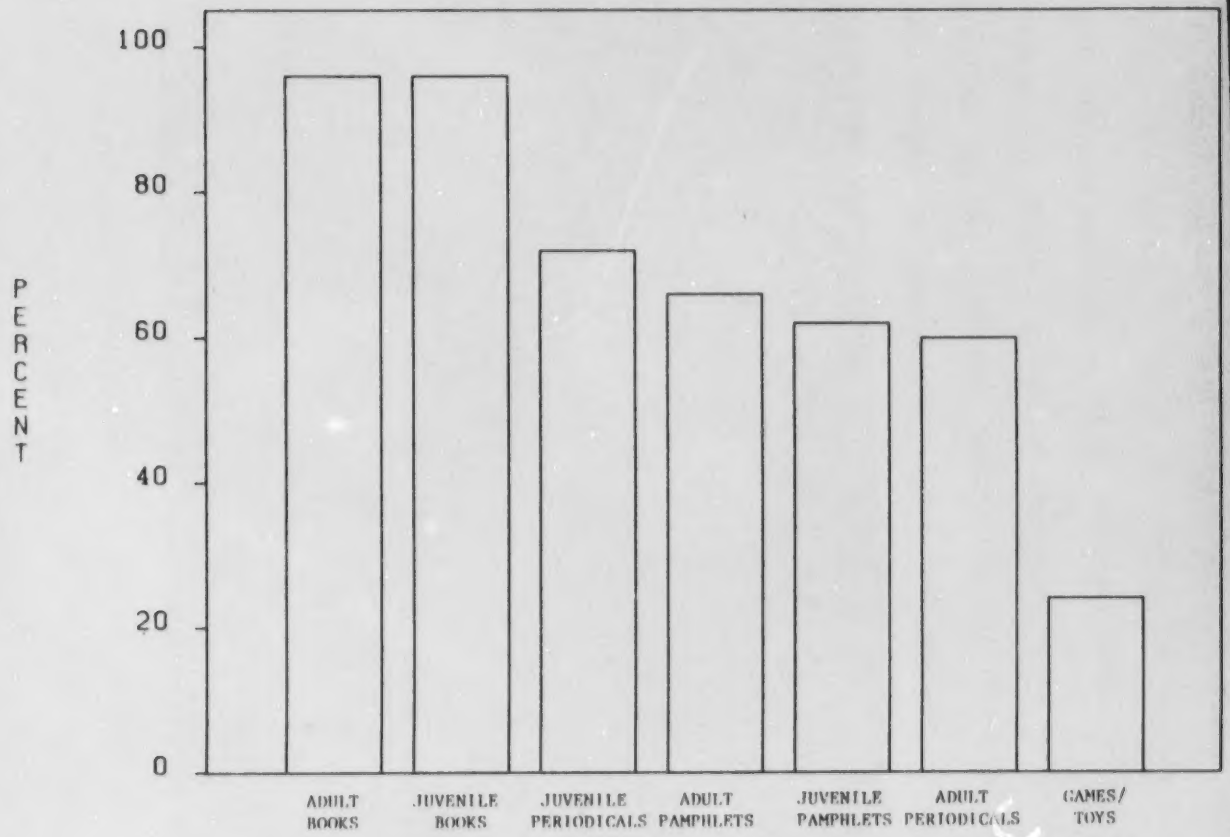
	Material Rental	Equipment Rental	Special User Services	Meeting Room Use	Total Receipts
BY SIZE OF POPULATION SERVED					
Less than 5,000	$ 154	$ 15	$ 1,418	--	$ 1,587
5,000 to 9,999	141	18	1,945	$ 190	2,294
10,000 to 24,999	1,615	1,108	2,663	40	5,426
25,000 or more	2,173	237	11,873	1,021	15,304
BY GEOGRAPHIC REGION					
Chicago suburbs	$ 1,470	$ 1,218	$ 7,697	$ 1,078	$ 11,463
North and central IL	1,109	126	5,155	850	7,240
Southern Illinois	199	13	435	90	737
STATEWIDE ESTIMATE	$ 1,448	$ 1,083	$ 3,175	$ 345	$ 6,051

Overdue fines are by far the most prevalent fees charged in Illinois public libraries. Fines are equally likely to be charged by small and large libraries, although the per diem charges are consistently lower in the former. Fines in suburban Chicago are consistently higher than those in the rest of Illinois. As Figure 4 shows, statewide estimates are that 96% of the libraries levy overdue charges for adult and juvenile books. 72% charge for juvenile and 60% for adult periodicals, while 66% charge for adult and 62% for juvenile pamphlets. Finally, 24% charge for overdue games and toys. The estimated average per diem charge for all overdue items is between 3.5 and 4.2 cents.

The average annual amount libraries receive in overdue charges ranges from $349 in libraries serving under 5,000 people to $17,263 in libraries serving 25,000 or more. The income range by geographic region is from $618 for libraries in Southern Illinois to $8,879 for those in suburban Chicago. Statewide estimates are that 66% of Illinois public libraries charge such fees, receiving an average of $3,382 annually from the charges. 71% use this income within the library's operating budget, and the remainder for items or projects not so funded.

A second penalty fine is that for duplicating a lost borrower's card. Statewide estimates are that 68% of all libraries charge for this service. Average fees are $0.66 for each adult and $0.58 for each juvenile card. Libraries serving under 5,000 people receive an average annual income of $20 from such charges, while those serving 25,000 or more receive $289. 67% of the libraries use this income to support the library's operating budget, and the remainder for items not so funded.

FIGURE 4. PERCENTAGE OF LIBRARIES CHARGING OVERDUE FINES



Finally, most libraries in the state charge fines for lost or damaged materials. Figure 5 gives the percentage breakdown of libraries charging such fines for both lost and damaged materials. A small number of libraries report levying a specific fine for lost items. Charges range from an average of $8.94 for books to $1.18 for pamphlets. Similarly, the charges reported by a few libraries with set fees for repairing materials range from $2.92 for books to $0.62 for games and toys. These figures are misleading, however, as the majority of libraries assess patrons the actual replacement or repair charge, sometimes including an additional service fee. The annual income received from charges for lost and damaged material ranges from $40 for libraries serving fewer than 5,000 persons to $481 for those serving 25,000 or more. 62% of all libraries use the income received to support their budget, and 38% for other purposes.

As Table 3 shows, libraries in the Chicago suburbs and those serving over 10,000 persons are most likely to charge penalty fees. Total income from all penalty fees ranges from $409 in the smallest to $19,576 in the largest, and from $731 for southern Illinois libraries to $10,095 for those in suburban Chicago. Average annual receipts from penalty fees for each category of library are shown in Table 4.

SECTION 3. OTHER FEES

A final group of fees charged by Illinois public libraries are those received from other sources. Fees noted were for services to persons living outside the library's taxing boundaries, for the sale of old, duplicate or gift materials, and for the total of all undifferentiated

FIGURE 5. PERCENTAGE OF LIBRARIES CHARGING FEES FOR LOST OR DAMAGED MATERIAL

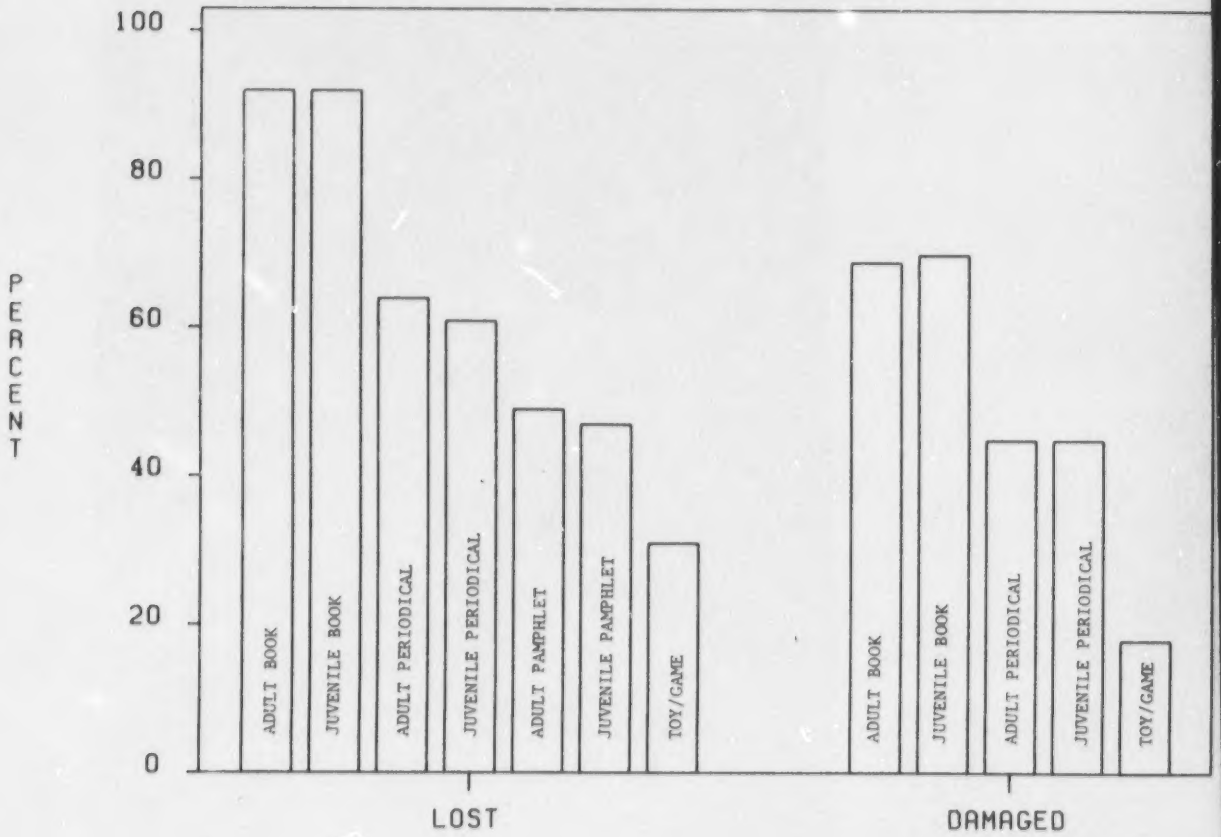


TABLE 3
TOTAL PERCENTAGE OF LIBRARIES CHARGING PENALTY FEES

	Overdues	Duplicate Cards	Lost Materials	Damaged Materials	Total
BY SIZE OF POPULATION SERVED					
Less than 5,000	62%	47%	48%	34%	48%
5,000 to 9,999	74%	73%	62%	53%	66%
10,000 to 24,999	91%	100%	92%	80%	91%
25,000 or more	75%	98%	75%	74%	81%
BY GEOGRAPHIC REGION					
Chicago suburbs	77%	95%	71%	73%	79%
North and central IL	67%	52%	59%	49%	57%
Southern Illinois	73%	72%	55%	31%	58%
STATEWIDE ESTIMATE	68%	67%	72%	50%	64%

TABLE 4
AVERAGE ANNUAL INCOME FROM PENALTY FEES

	Overdue Fines	Duplicate Cards	Lost and Damaged Materials	Total Receipts
BY SIZE OF POPULATION SERVED				
Less than 5,000	$ 349	$ 20	$ 40	$ 409
5,000 to 9,999	994	23	85	1,102
10,000 to 24,999	4,663	749	481	5,893
25,000 or more	17,263	289	2,023	19,576
BY GEOGRAPHIC REGION				
Chicago suburbs	$ 8,879	$ 206	$ 1,010	$ 10,095
North and central IL	3,662	785	608	5,055
Southern Illinois	618	41	72	731
STATEWIDE ESTIMATE	$ 3,382	$ 195	$ 378	$ 3,955

fines, fees, and charges.

Fees for nonresident cards are charged when library privileges are extended to persons living outside the library's taxing district. Under provisions of Illinois law, these persons may be charged service fees comparable to the cost paid through taxes by local residents. Figures for nonresident fees were not derived from survey data, but were taken from the annual reports each library filed with the Illinois State Library for the 1981-1982 fiscal year. As Table B8 notes, the 80% of the libraries in the state who charge such fees receive an average of $1960 each from nonresident users.

A second income generator is the sale of old, duplicate, or gift publications. The average charge of $0.31 for books and $1.64 for other items seems a great bargain for the purchasers. Estimates are that 37% of the state's public libraries sell books, receiving an average of $418 annually for their trouble. The 3% who sell government documents, other pamphlets, and local publications receive $1,023 per year. (Note that this last figure may be misleading, however, as the statewide estimate was made by weighting the responses from only two public libraries.)

Because some libraries mix all the fines and fees they receive together, without separation into the type of fine charged, two other figures are reported here. First, 8% of the state's libraries receive an average of $5,235 from a combination of penalty fees. In addition, 25% receive an average of $2,177 from all other undifferentiated charges. All receipts from undifferentiated fees are shown in Appendix Table B9.

SECTION 4. SUMMARY

As Table B10 notes, statewide estimates are that 94% of the libraries in the state charge some type of fine, fee, or charge for some aspect of user service. These libraries receive $7323 annually from these charges - a figure which represents 7.4% of the average library's operating budget. While the number of fees charged in libraries ranges from 0 to 32, the average library charges for 17 services.

The data included in the appendix tables can be used by individual libraries when making decisions regarding such charges. For example, notice that libraries serving fewer than 10,000 persons collected less than $20 annually for equipment rental. These libraries may wish to evaluate the cost of keeping track of the income. If the latter is greater than the income received, the libraries should reconsider either charging a fee or offering the service.

A second area to be examined might include overdue fines. Again, a library can estimate its potential income from such fines and subtract from this the measurable cost (in staff time, postage, and supplies) of mailing overdue notices, to see whether it wants to continue charging such fines or raise the daily rate. Some libraries in this sample reported daily overdue fines as high as $0.37 for adult books.

Libraries which are considering abolishing charges, usually because they feel such fees interfere with patron use of services, may also wish to examine the survey results. Note that the income received from all such fines represents an average of 7% of the library's operating budget. All decisions could thus be made in light of the question "If the fines, fees, and charges are abolished, will the library have the

funds with which to continue the same level of service?"

This portrait of fines, fees and charges levied by Illinois public libraries is necessarily an incomplete one. Although many libraries were willing to share their fines schedules and receipts in this survey, others were unable to do so because of their practice of lumping all receipts from fines and charges together. Note too that the study was not intended to survey the attitudes of librarians toward charging fees for services; instead, its purpose was to record the facts concerning such charges and the income so received.

APPENDIX B

JIM EDGAR
SECRETARY OF STATE

OFFICE OF THE SECRETARY OF STATE
SPRINGFIELD, ILLINOIS 62756

April 5, 1982

To the Head Librarian:

In order to ascertain how much money Illinois public libraries get directly from their patrons in fines, fees, and charges, the University of Illinois Library Research Center has prepared the attached questionnaire. We will all benefit by knowing how much money is so received and for what services (and how much of that is kept by the library). Please answer this questionnaire as soon as possible and return it to your Library System headquarters by no later than April 30, 1982. You are one of a sample of 80 libraries chosen at random for this study, so it is important that we get a response from everyone.

The Library Research Center will prepare a report of the data from the questionnaire returns; the State Library will publish the report and send you a copy automatically. If you have any questions about this survey, please call your Library System headquarters.

Thank you for your cooperation.

Cordially,

Kathryn J. Gesterfield
Director

kjg:kap

APPENDIX B

Illinois State Library, Springfield, IL 62756

1982 Survey of Public Library Fines, Fees and Charges

(Please complete and return this questionnaire by April 30, 1982)

Instructions: For each of the numbered services or types of transactions listed on the next page, please provide the following 3 types of information:

(a) In column (a), indicate the usual fine, fee or charge--if any--in this library for the category shown. If your library does not provide a given service, leave this column blank. If you provide the service free (or require a deposit which is refunded upon return of an item), write "NC" for no charge.

If all or part of the charge paid by the patron goes to the company which provides the service, show first the total cost to the patron followed by a slash and the amount which the library gets (e.g., if you have a commercial photocopier for which the charge is 5¢ per page and of that the library gets 1¢, write "5¢/1¢"; if the charge is 5¢ and all of it goes to the company which owns the machine, write "5¢/0"). If some of the money received from patrons is used for some or all of the Library's costs for the service, show the total amount received by the Library.

If your fee or charge is on a different basis than is specified here, convert your fee to the basis shown if possible (e.g., a 10¢ fine per week for an overdue book is 1.4¢ per day); if this is not possible, change the term to your basis (e.g., if the charge for use of the meeting room is by the hour, cross out "meeting" in line 22 and write in "hour").

If the charge for a service varies, give the usual or normal range (e.g., access to machine readable data bases may depend on which data bases are used; if those you access cost from $10 to $25 per connect hour, write "$10-$25" in line 21; if in addition the library charges for the long distance call to the data base, and this averages $1.40, write "$11.40-$26.40"; and if the library gets to keep none of this money, write "11.40-$26.40/0").

(b) In column (b), give the total amount of money (rounded to whole dollars) so received from patrons at all agencies of the library in the most recent 12-month period for which you have records (or can make an estimate). If the dollar amount you can supply is for more than one category, please identify those so included.

(c) In column (c), tell us what happens to this money (or that part not paid to the commercial provider of the service in question). Use "1" if the library gets to use this money over and above what is in the official budget for the library. Use "2" if the money so received is estimated as receipts in the library's budget and is specifically counted on to support the total of approved expenditures for the library. Use "3" if the money goes into the village, town, city or other local government treasury and does not benefit the library. Use "4" (and add a note of explanation) if some other arrangement exists in regard to the disposition and use of the money, e.g., a self-supported revolving fund.

Note: There is no need to report the sale of nonresident cards; we will get that information from your latest Annual Report to the State Library.

Add any explanation or additional information which you think will be helpful.

ID # _____
(for ISL use)

1982 Survey of Public Library Fines, Fees and Charges

		(a) Fine or Fee	(b) Total Received	(c) How Used
1.	Rental for new adult fiction book	_____per day	___ _____	____
2.	Rental for new adult nonfiction book	_____per day	___ _____	____
3.	Fine for an overdue adult book	_____per day	___ _____	____
4.	Fine for an overdue juvenile book	_____per day	___ _____	____
5.	Fine for an overdue adult periodical	_____per day	___ _____	____
6.	Fine for an overdue juvenile periodical	_____per day	___ _____	____
7.	Fine for an overdue adult pamphlet	_____per day	___ _____	____
8.	Fine for an overdue juvenile pamphlet	_____per day	___ _____	____
9.	Fine for an overdue game or toy	_____per day	___ _____	____
10.	Duplicate adult borrower's card	_____per card	___ _____	____
11.	Duplicate juvenile borrower's card	_____per card	_____	____
12.	Lost adult book	_____per book	_____	____
13.	Lost juvenile book	_____per book	_____	____
14.	Lost adult periodical	_____per item	_____	____
15.	Lost juvenile periodical	_____per item	_____	____
16.	Lost adult pamphlet (or VF item)	_____per item	___ _____	____
17.	Lost juvenile pamphlet (or VF item)	_____per item	___ _____	____
18.	Lost game or toy	_____per item	___ _____	____
19.	Damaged adult book	_____per book	___ _____	____
20.	Damaged juvenile book	_____per book	_____	____
21.	Damaged adult periodical	_____per item	___ _____	____
22.	Damaged juvenile periodical	_____per item	___ _____	____
23.	Damaged game or toy	_____per item	___ _____	____
24.	Reserve for a book	_____per book	___ _____	____
25.	Loan of 16mm film	_____per day	___ _____	____
26.	Loan of 8mm film	_____per day	_____	____
27.	Loan of an adult phonorecord	_____per day	_____	____
28.	Loan of a juvenile phonorecord	_____per day	_____	____
29.	Loan of a videodisc or videocassette	_____per day	_____	____
30.	Loan of a framed picture	_____per month	_____	____
31.	Loan of an adult audio cassette	_____per day	_____	____
32.	Loan of a juvenile audio cassette	_____per day	_____	____
33.	Loan of a 16mm film projector	_____per day	_____	____
34.	Loan of an 8mm film projector	_____per day	_____	____
35.	Loan of a slide projector	_____per day	_____	____
36.	Loan of a filmstrip projector	_____per day	_____	____
37.	Making a photocopy	_____per page	_____	____
38.	Use of a rental typewriter	_____per hour	_____	____
39.	Access to machine-readable data bases	_____per connect hour	_____	____
40.	Sale of book bags	_____per bag	_____	____
41.	Use of meeting room	_____per meeting	___ _____	____
42.	Sale of old, duplicate or gif books	_____per book	_____	____
43.	Sale of government documents, other pamphlets, local publications, etc.	_____per item	_____	____
44.	Other (specify) _____	_____per _____	_____	____
45.	Other (specify) _____	_____per _____	_____	____

Name of library: _____

Address: _____

Name of library system: _____

Name of person completing this form: _____

Thank you. Please return this questionnaire to your library system headquarters.

NOTE: THIS FORM WAS PHOTOREDUCED FROM 8 1/2" x 14"

Table B1. Fees and Amounts Received for Material Rental

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
1. Average fee charged (number of libraries reporting/percent of total)								
a. Adult new fiction, per day	$0.06 (6/19%)	$0.12 (3/11%)	$0.02 (1/5%)	$0.11 (3/10%)	-- (0/0)	$0.08 (2/14%)	$0.06 (5/23%)	$0.10 (63/11%)
b. Adult new nonfiction, per day	$0.06 (4/13%)	$0.12 (3/11%)	-- (0/0)	$0.15 (2/6%)	-- (0/0)	$0.05 (1/7%)	$0.06 (4/17%)	$0.11 (38/7%)
c. Adult audiocassettes, per day	$1.66 (1/3%)	-- (0/0)	$0.02 (2/10%)	$0.02 (2/6%)	-- (0/0)	-- (0/0)	$1.66 (1/5%)	$0.33 (22/4%)
d. Juvenile audiocassettes, per day	$1.66 (1/3%)	$0.03 (1/4%)	$0.02 (2/10%)	$0.02 (2/6%)	$0.03 (1/9%)	-- (0/0)	$1.66 (1/5%)	$0.27 (30/5%)
e. 16mm films, per day	$2.22 (21/68%)	$0.62 (4/15%)	$1.26 (4/20%)	$1.08 (7/23%)	$5.63 (3/27%)	$0.94 (8/57%)	$2.02 (11/50%)	$1.90 (195/34%)
f. 8mm films, per day	$0.14 (2/6%)	-- (0/0)	$0.04 (1/5%)	$0.04 (1/3%)	-- (0/0)	-- (0/0)	$0.14 (2/9%)	$0.06 (16/3%)
g. Adult phonorecords, per day	$0.17 (1/3%)	$0.10 (1/4%)	$0.02 (2/10%)	$0.02 (2/6%)	$0.10 (1/9%)	-- (0/0)	$0.17 (1/5%)	$0.06 (30/5%)
h. Juvenile phonorecords, per day	$0.14 (2/6%)	-- (0/0)	$0.02 (2/10%)	$0.04 (3/10%)	-- (0/0)	-- (0/0)	$0.17 (1/5%)	$0.06 (34/6%)
i. Videodiscs or videotapes, per day	$1.06 (18/58%)	-- (0/0)	$2.51 (2/10%)	$0.34 (3/10%)	$0.67 (3/27%)	$0.36 (3/21%)	$1.82 (11/50%)	$0.58 (115/20%)
j. Framed pictures, per month	$1.17 (3/10%)	-- (0/0)	$0.14 (2/10%)	$0.76 (3/10%)	-- (0/0)	$0.50 (1/7%)	$1.00 (1/5%)	$0.74 (42/7%)

Table B1, cont'd.

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
2. Average amount received in 1980/81 from material rental (number of libraries reporting/percent of total)								
a. Adult new fiction	$896 (2/6%)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	$1323 (1/7%)	$469 (1/4%)	$989 (35/6%)
b. Adult new nonfiction	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)
c. Adult audiocassettes	-- (0/0)	-- (0/0)	$4 (1/5%)	$4 (1/3%)	-- (0/0)	-- (0/0)	-- (0/0)	$4 (6/1%)
d. Juvenile audiocassettes	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)
e. 16mm films	$245 (8/26%)	$1109 (3/11%)	$152 (3/15%)	$107 (5/16%)	$125 (3/27%)	$292 (3/21%)	$1320 (3/14%)	$296 (105/18%)
f. 8mm films	$231 (1/3%)	-- (0/0)	$15 (1/5%)	$15 (1/3%)	-- (0/0)	-- (0/0)	$231 (1/4%)	$56 (17/3%)
g. Adult phonorecords	-- (0/0)	-- (0/0)	$10 (1/5%)	$10 (1/3%)	-- (0/0)	-- (0/0)	-- (0/0)	$10 (6/1%)
h. Juvenile phonorecords	-- (0/0)	-- (0/0)	$10 (1/5%)	$10 (1/3%)	-- (0/0)	-- (0/0)	-- (0/0)	$10 (6/1%)
i. Videodiscs and videotapes	$98 (5/16%)	-- (0/0)	-- (0/0)	-- (0/0)	$16 (2/18%)	-- (0/0)	$153 (3/14%)	$75 (93/16%)
j. Framed pictures	-- (0/0)	-- (0/0)	$8 (1/5%)	$8 (1/3%)	-- (0/0)	-- (0/0)	-- (0/0)	$8 (6/1%)

Table B1, cont'd.

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
3. Percentage distribution of total responses as to the use of these receipts								
a. Within the library's budget	31%	100%	100%	50%	50%	--	33%	33%
b. Outside the library's budget	61%	--	--	50%	--	100%	67%	54%
c. All other uses (e.g., goes to Friends, library system, or revolving fund)	8%	--	--	--	50%	--	--	13%

The "State Estimate" column entries were found by weighting the dollar amounts and percentages in the four population size groups by the proportions which those size groups were in the total population of Illinois public libraries in 1981, and summing the results. The total number of libraries in the state estimated to follow the indicated practice was found by using the corresponding percentage carried to one decimal; for simplicity of presentation, that percentage is shown rounded. When data were available for fewer than four population size groups, the appropriate weights for just the other two or three groups were calculated and used to find the average fine, fee or charge (row 1), and the average percentage distribution of the use of the income (row 3); but the 4-group weights were always used to estimate the total number of libraries in the state levying this charge.

How to read this table: Line 1a shows that of the 31 public libraries in the Chicago suburbs who responded to the study, 6 or 19% charged an average of 6¢ per day for the rental of a new adult fiction book. As line 2a shows, only 2 or 6% reported the amount so received for this service in 1980/1981, viz., $896. Line 3a shows that 31% of those charging such fees used the money within the library's budget, 61% outside the library's budget, and 8% for all other uses.

Table B2. Fees and Amounts Received for Equipment Rental

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
1. Average fee charged (number of libraries reporting/percent of total)								
a. For the loan of a 16mm film projector, per day	$3.96 (9/29%)	$4.00 (4/15%)	$1.50 (4/20%)	$2.00 (6/19%)	$2.00 (2/18%)	$4.00 (6/43%)	$5.89 (3/14%)	$2.87 (133/23%)
b. For the loan of an 8mm film projector, per day	$1.50 (3/10%)	$4.50 (2/7%)	-- (0/0)	-- (0/0)	-- (0/0)	$2.00 (2/14%)	$3.17 (3/14%)	$2.46 (26/4%)
c. For the loan of a slide projector, per day	$2.00 (2/6%)	$4.00 (2/7%)	-- (0/0)	-- (0/0)	-- (0/0)	$2.00 (2/14%)	$4.00 (2/9%)	$2.78 (22/4%)
d. For the loan of a filmstrip projector, per day	$7.25 (2/6%)	$2.50 (2/7%)	-- (0/0)	$2.00 (1/3%)	-- (0/0)	$3.00 (1/7%)	$7.25 (2/9%)	$3.01 (23/4%)
e. For the use of a rental typewriter, per hour	$0.33 (3/10%)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	$0.50 (1/7%)	$0.25 (2/9%)	$0.40 (14/2%)
2. Average amount received in 1980/81 from equipment rental (number of libraries reporting/percent of total)								
a. For 16mm film projector loans	$158 (6/19%)	$62 (3/11%)	$13 (3/15%)	$15 (4/13%)	$18 (2/18%)	$208 (4/29%)	$120 (2/9%)	$66 (93/16%)
b. For 8mm film projector loans	$160 (1/3%)	$54 (1/4%)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	$107 (2/9%)	$107 (17/3%)
c. For slide projector loans	-- (0/0)	$10 (1/4%)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	$10 (1/5%)	$10 (6/1%)
d. For filmstrip projector loans	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)
e. For rental typewriter use	$900 (1/3%)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	$900 (1/7%)	-- (0/0)	$900 (6/1%)

Table B2, cont'd.

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
.. Percentage distribution of total responses as to the use of these receipts								
a. Within the library's budget	100%	--	--	--	--	--	100%	100%
b. Outside the library's budget	--	--	--	--	--	--	--	--
c. All other uses (e.g., goes to Friends, library system, or revolving fund)	--	--	--	--	--	--	--	--

See notes at end of Table B1 for instructions on how to read this table.

Table B3. Fees and Amounts Received for Special Services to Individual Patrons

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
1. Average fee charged (number of libraries reporting/percent of total)								
a. For reserve on a book, per book	$0.22 (7/23%)	$0.22 (3/11%)	-- (0/0)	$0.20 (1/3%)	$0.20 (1/9%)	-- (0/0)	$0.22 (8/36%)	$0.20 (76/13%)
b. For making a photocopy, per page	$0.10 (31/100%)	$0.13 (18/67%)	$0.18 (12/60%)	$0.14 (22/71%)	$0.16 (7/64%)	$0.13 (10/71%)	$0.10 (22/100%)	$0.14 (453/78%)
c. For access to machine-readable data bases, per hour (?)	$8.00 (2/6%)	-- (0/0)	-- (0/0)	$10.00 (1/3%)	-- (0/0)	-- (0/0)	$6.00 (1/5%)	$9.24 (17/3%)
d. For the sale of book bags, per day	$0.72 (10/32%)	$0.14 (10/37%)	$0.15 (1/5%)	$0.19 (7/23%)	$0.25 (2/18%)	$0.25 (2/14%)	$0.65 (10/45%)	$0.27 (157/27%)
2. Average amount received in 1980/81 from special patron service charges (number of libraries reporting/ percent of total)								
a. For book reserves	$562 (2/6%)	$630 (1/4%)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	$585 (3/14%)	$146 (23/4%)
b. For making photocopies	$6646 (27/87%)	$4394 (14/52%)	$435 (10/50%)	$1392 (17/55%)	$1915 (7/64%)	$2663 (10/71%)	$10,683 (17/77%)	$2873 (378/65%)
c. For machine-readable data base use	$420 (1/3%)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	-- (0/0)	$420 (1/5%)	$105 (6/1%)
d. For book bag sales	$69 (4/13%)	$131 (6/22%)	-- (0/0)	$26 (4/13%)	$30 (1/9%)	-- (0/0)	$185 (5/23%)	$51 (76/13%)

Table B3, cont'd.

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
3. Percentage distribution of total responses as to the use of these receipts								
a. Within the library's budget	71%	100%	100%	100%	100%	100%	60%	90%
b. Outside the library's budget	29%	--	--	--	--	--	40%	10%
c. All other uses (e.g., goes to Friends, library system, or revolving fund)	--	--	--	--	--	--	--	--

See notes at end of Table B1 for instructions on how to read this table.

Table B4. Fees and Amounts Received for Meeting Room Use

Category	Regional Groups: Chicago Suburbs (31)	North and Central IL (27)	Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	5000-9999 (11)	10,000-24,999 (14)	25,000 & Over (22)	State Estimate (581)
1. Average fee charged, per meeting (number of libraries reporting/percent of total)	$11.52 (5/16%)	$10.00 (2/7%)	$10.00 (3/15%)	$5.00 (1/3%)	$10.00 (2/18%)	$7.50 (2/14%)	$13.52 (5/23%)	$7.34 (76/13%)
2. Average amount received in 1980/81 from these fees (number of libraries reporting/percent of total)	$1078 (3/10%)	$850 (1/4%)	$90 (3/15%)	-- (0/0)	$190 (1/9%)	$40 (2/14%)	$1021 (4/18%)	$345 (52/9%)
3. Percentage distribution of total responses as to the use of these receipts								
a. Within the library's budget	--	--	67%	--	100%	100%	--	50%
b. Outside the library's budget	--	--	33%	100%	--	--	100%	50%

See notes at end of Table B1 for instructions on how to read this table.

Table B5. Charges and Amounts Received for Overdue Items

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (26)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
1. Average charge per day in cents for overdue items (number of libraries reporting/percent of total)								
a. Adult book	5.5 (30/97%)	4.2 (25/93%)	3.0 (20/100%)	3.5 (29/94%)	4.3 (11/100%)	4.2 (14/100%)	5.9 (21/95%)	4.2 (560/96%)
b. Juvenile book	4.2 (29/94%)	3.6 (25/93%)	2.9 (20/100%)	3.3 (29/94%)	3.8 (11/100%)	3.6 (14/100%)	4.1 (20/91%)	3.5 (557/96%)
c. Adult periodical	5.5 (26/84%)	3.9 (20/74%)	3.1 (18/90%)	3.5 (22/71%)	3.8 (10/91%)	4.2 (13/93%)	5.7 (19/86%)	4.0 (349/60%)
d. Juvenile periodical	4.3 (25/81%)	3.1 (18/67%)	2.9 (15/75%)	3.3 (18/58%)	3.6 (10/91%)	3.7 (13/93%)	3.6 (17/77%)	3.5 (420/72%)
e. Adult pamphlet	5.6 (23/74%)	4.1 (16/59%)	3.4 (14/70%)	3.7 (17/55%)	4.3 (7/64%)	4.2 (13/93%)	5.9 (16/73%)	4.2 (383/66%)
f. Juvenile pamphlet	4.4 (23/74%)	3.1 (14/52%)	3.1 (13/65%)	3.3 (15/48%)	4.0 (7/64%)	3.7 (13/93%)	3.9 (15/68%)	3.6 (358/62%)
g. Game or toy	4.9 (11/35%)	3.8 (8/30%)	4.5 (2/10%)	3.5 (4/13%)	5.0 (1/9%)	4.2 (9/64%)	5.1 (7/32%)	4.1 (139/24%)
2. Average amount received in 1980/81 from overdue fines (number of libraries reporting/percent of total)								
Mean	$8879 (16/52%)	$3662 (18/67%)	$618 (14/70%)	$349 (22/71%)	$994 (7/64%)	$4663 (10/71%)	$17,263 (9/41%)	$3382 (384/66%)
Median	4918	215	488	200	990	2852	15,256	--
3. Percentage distribution of responses as to the use of these overdue fines								
a. Within the library's budget	94%	63%	51%	52%	92%	90%	95%	71%
b. Outside the library's budget	6%	37%	49%	48%	9%	10%	5%	29%

See notes at end of Table B1 for instructions on how to read this table.

Table B6. Charges and Amounts Received for Duplicate Borrower Registration Cards.

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
1. Average charge for a duplicate borrower's card (number of libraries reporting/percent of total)								
a. Adult	$0.85 (30/97%)	$0.52 (14/52%)	$0.50 (15/75%)	$0.60 (15/48%)	$0.55 (8/73%)	$0.88 (14/100%)	$0.67 (22/100%)	$0.66 (398/68%)
b. Juvenile	$0.73 (29/94%)	$0.49 (14/52%)	$0.50 (14/70%)	$0.50 (14/45%)	$0.49 (8/73%)	$0.88 (14/100%)	$0.56 (21/95%)	$0.58 (385/66%)
2. Average amount received in 1980/81 from receipts for duplicate borrower's cards (number of libraries reporting/percent of total)	$206 (8/26%)	$785 (5/19%)	$41 (7/35%)	$20 (6/19%)	$23 (4/36%)	$749 (6/43%)	$289 (4/18%)	$195 (152/26%)
3. Percentage distribution of responses as to the use of these receipts								
a. Within the library's budget	93%	86%	56%	50%	80%	83%	100%	67%
b. Outside the library's budget	7%	14%	44%	50%	20%	17%	--	33%

See notes at the end of Table B1 for instructions on how to read this table.

Table B7. Charges and Amounts Received for Lost and Damaged Materials.

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
1. Average charge for lost and damaged materials (number of libraries reporting/percent of total)								
a. Lost adult book								
(1) Specific charge	$20.00 (3/10%)	$9.32 (3/11%)	$10.67 (3/15%)	$9.00 (4/13%)	$10.50 (2/18%)	-- (0/0)	$20.98 (3/14%)	$8.94 (66/11%)
(2) Original or replacement cost, and plus a service charge sometimes	(25/81%)	(23/85%)	(15/75%)	(24/77%)	(9/82%)	(13/93%)	(17/77%)	(469/81%)
b. Lost juvenile book								
(1)	$9.75 (4/13%)	$6.97 (3/11%)	$5.15 (3/15%)	$6.58 (5/16%)	$5.75 (2/18%)	-- (0/0)	$10.32 (3/14%)	$6.99 (76/13%)
(2)	(24/77%)	(23/85%)	(15/75%)	(23/74%)	(9/82%)	(13/93%)	(17/77%)	(460/79%)
c. Lost adult periodical								
(1)	$1.81 (8/26%)	$1.75 (4/15%)	$1.75 (2/10%)	$1.80 (5/16%)	$2.00 (1/9%)	$2.00 (1/7%)	$1.71 (7/32%)	$1.86 (88/15%)
(2)	(19/61%)	(12/44%)	(9/45%)	(9/29%)	(6/55%)	(13/93%)	(12/55%)	(283/49%)
d. Lost juvenile periodical								
(1)	$1.50 (8/26%)	$1.75 (4/14%)	$1.50 (2/10%)	$1.70 (5/16%)	$1.00 (1/9%)	$2.00 (1/7%)	$1.50 (7/32%)	$1.63 (88/15%)
(2)	(18/58%)	(12/44%)	(8/40%)	(8/26%)	(6/55%)	(12/86%)	(12/55%)	(266/46%)
e. Lost adult pamphlet								
(1)	$1.56 (11/35%)	$0.75 (4/15%)	$0.92 (3/15%)	$1.30 (5/16%)	-- (0/0)	$0.48 (5/36%)	$1.75 (8/36%)	$1.18 (115/20%)
(2)	(12/39%)	(7/26%)	(5/25%)	(4/13%)	(5/45%)	(8/57%)	(7/32%)	(168/29%)
f. Lost juvenile pamphlet								
(1)	$1.12 (10/32%)	$0.83 (3/11%)	$0.92 (3/15%)	$1.50 (4/13%)	-- (0/0)	$0.48 (5/36%)	$1.14 (7/32%)	$1.21 (103/18%)
(2)	(12/39%)	(7/26%)	(5/25%)	(4/13%)	(5/45%)	(8/57%)	(7/32%)	(168/29%)

Table B7, cont'd.

Category	Regional Groups: Chicago Suburbs (31)	North and Central IL (27)	Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	5000-9999 (11)	10,000-24,999 (14)	25,000 & Over (22)	State Estimate (581)
1. cont'd.								
g. Lost game or toy								
(1) Specific charge	--	--	--	--	--	--	--	--
	(0/0)	(0/0)	(0/0)	(0/0)	(0/0)	(0/0)	(0/0)	(0/0)
(2) Original or replacement cost, and plus a service charge sometimes	(15/48%)	(7/26%)	(4/20%)	(5/16%)	(2/18%)	(11/79%)	(8/36%)	(180/31%)
h. Damaged adult book								
(1)	$6.85	$2.75	$1.00	$2.14	--	$1.00	$9.21	$2.92
	(10/32%)	(4/15%)	(1/5%)	(7/23%)	(0/0)	(1/7%)	(7/32%)	(101/17%)
(2) Cost of repair or binding, and plus a service charge sometimes	(19/61%)	(14/52%)	(9/45%)	(9/29%)	(8/73%)	(13/93%)	(12/55%)	(300/52%)
i. Damaged juvenile book								
(1)	$4.00	$2.50	$1.00	$1.93	--	$1.00	$4.69	$2.12
	(10/32%)	(4/15%)	(2/10%)	(7/23%)	(0/0)	(1/7%)	(8/36%)	(104/18%)
(2)	(19/61%)	(15/56%)	(8/40%)	(10/32%)	(8/73%)	(13/93%)	(11/50%)	(305/52%)
j. Damaged adult periodical								
(1)	$1.06	$0.75	$1.75	$1.00	--	--	$1.25	$1.05
	(8/26%)	(2/7%)	(2/10%)	(6/19%)	(0/0)	(0/0)	(6/27%)	(77/13%)
(2)	(14/45%)	(10/37%)	(3/15%)	(2/6%)	(6/55%)	(11/79%)	(8/36%)	(184/32%)
k. Damaged juvenile periodical								
(1)	$1.00	$0.75	$1.50	$0.92	--	--	$1.17	$0.96
	(8/26%)	(2/7%)	(2/10%)	(6/19%)	(0/0)	(0/0)	(6/27%)	(77/13%)
(2)	(14/45%)	(10/37%)	(3/15%)	(2/6%)	(6/55%)	(11/79%)	(8/36%)	(184/32%)
l. Damaged game or toy								
(1)	$0.75	--	--	$0.50	--	$1.00	$0.75	$0.62
	(4/13%)	(0/0)	(0/0)	(1/3%)	(0/0)	(1/7%)	(2/9%)	(24/4%)
(2)	(7/23%)	(5/19%)	(1/5%)	(2/6%)	(1/9%)	(5/36%)	(5/23%)	(83/14%)

Table B7, cont'd.

Category	Regional Groups: Chicago Suburbs (31)	North and Central IL (27)	Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	5000-9999 (11)	10,000-24,999 (14)	25,000 & Over (22)	State Estimate (581)
2. Average amount received in 1980/81 from charges for lost and damaged materials (number of libraries reporting/percent of total)								
	$1010 (16/52%)	$608 (18/67%)	$72 (11/55%)	$40 (18/58%)	$85 (7/64%)	$481 (9/64%)	$2024 (11/50%)	$378 (343/59%)
3. Percentage distribution of responses as to the use of these receipts								
a. Within the library's budget	85%	63%	43%	45%	75%	90%	77%	62%
b. Outside the library's budget	15%	37%	57%	55%	25%	10%	23%	38%

See notes at the end of Table B1 for instructions on how to read this table.

Table B8. Receipts from Nonresident Cards and Material Sales.

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
1. Average amount received from fees for nonresident cards (number of libraries reporting/percent of total)								
	$2396 (21/68%)	$2526 (23/85%)	$1838 (17/85%)	$897 (25/81%)	$4611 (8/73%)	$1306 (12/86%)	$4042 (16/73%)	$1960 (464/80%)
2. Average fee charged (number of libraries reporting/percent of total)								
a. For the sale of old, duplicate or gift books, per item								
	$0.28 (18/58%)	$0.35 (18/67%)	$0.34 (9/45%)	$0.31 (19/61%)	$0.23 (5/45%)	$0.33 (7/50%)	$0.37 (14/64%)	$0.31 (337/58%)
b. For the sale of government documents, other pamphlets, or local publications, per item								
	$0.22 (3/10%)	$6.80 (4/15%)	-- (0/0)	$1.05 (2/6%)	-- (0/0)	$0.15 (1/7%)	$6.40 (4/18%)	$1.64 (52/9%)
3. Average amount received in 1980/81 from these fees (number of libraries reporting/percent of total)								
a. For the sale of old, duplicate or gift books								
	$724 (11/35%)	$1108 (14/52%)	$70 (4/20%)	$71 (12/39%)	$251 (3/27%)	$291 (5/36%)	$2298 (9/41%)	$418 (215/37%)
b. For the sale of government documents, other pamphlets, or local publications								
	-- (0/0)	$2671 (2/7%)	-- (0/0)	$4 (1/3%)	-- (0/0)	-- (0/0)	$5339 (1/5%)	$1023 (17/3%)

See notes at end of Table B1 for instructions on how to read this table.

Table B9. Receipts from Undifferentiated Groups of Fees.

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
1. Average amount received from undifferentiated penalty fees (number of libraries reporting/percent of total)								
	$11,709 (7/23%)	$10.801 (2/7%)	$2281 (1/5%)	-- (0/0)	$2281 (1/9%)	$1885 (2/14%)	$14,256 (7/32%)	$5235 (47/8%)
2. Percentage distribution of responses as to the use of these receipts								
a. Within the library's budget	100%	100%	--	--	--	--	100%	34%
b. Outside the library's budget	--	--	100%	--	100%	100%	--	66%
3. Average amount received from all undifferentiated fines, fees and charges including miscellaneous sources of income (number of libraries reporting/percent of total)	$5085 (11/35%)	$3069 (8/30%)	$839 (5/25%)	$1023 (5/16%)	$695 (4/36%)	$4550 (3/21%)	$5261 (12/55%)	$2177 (146/25%)
4. Percentage distribution of responses as to the use of these receipts								
a. Within the library's budget	67%	56%	75%	60%	50%	--	60%	43%
b. Outside the library's budget	8%	33%	25%	40%	50%	33%	20%	36%
c. All other uses (e.g., goes to Friends, library system, etc.)	25%	11%	--	--	--	67%	20%	22%

See notes at end of Table B1 for instructions on how to read this table.

Table B10. Total Receipts and Total Number of Fines, Fees and Charges.

Category	Regional Groups: Chicago Suburbs (31)	Regional Groups: North and Central IL (27)	Regional Groups: Southern Illinois (20)	Population Size Groups: Up to 5000 (31)	Population Size Groups: 5000-9999 (11)	Population Size Groups: 10,000-24,999 (14)	Population Size Groups: 25,000 & Over (22)	State Estimate (581)
1. a. Total average receipts from all fines, fees and charges (number of libraries reporting/percent of total)								
	$19,027 (29/94%)	$10,284 (26/96%)	$2780 (19/95%)	$1560 (28/90%)	$5363 (11/100%)	$10,026 (14/100%)	$29,951 (21/95%)	$7323 (547/94%)
b. Average percent of total current operating expenditures								
Mean	6.1%	7.3%	8.3%	7.5%	11.0%	5.9%	5.1%	7.4%
Median	5.2%	6.0%	5.2%	5.2%	12.0%	5.0%	5.3%	--
2. Total average number of fines, fees and charges (range from low to high)								
	21.7 (9-31)	15.4 (0-29)	14.6 (4-28)	12.9 (0-28)	16.5 (10-27)	23.4 (17-31)	21.4 (9-32)	16.6 (0-32)

See notes at end of Table B1 for instructions on how to read this table.